

Hold Redelivery

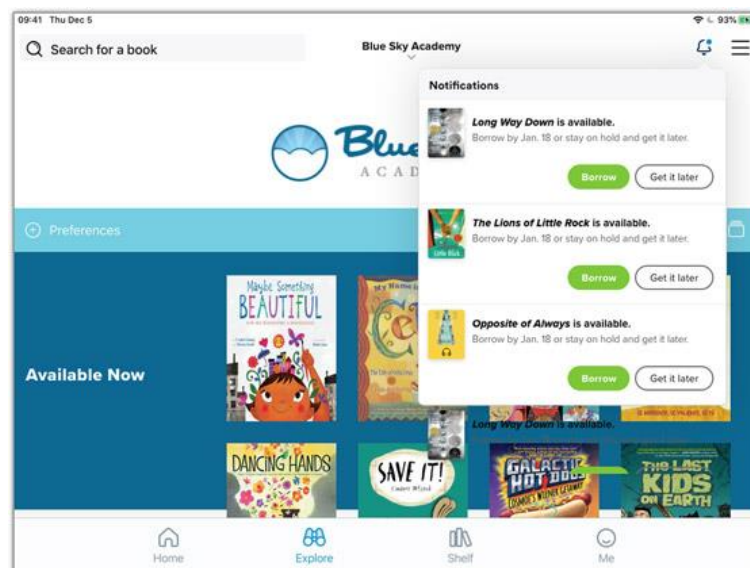
WHAT IS IT?:

Starting January 30, 2020, auto-checkout will be removed from Sora and replaced with **hold redelivery**. Hold redelivery will allow students to freeze holds even after they're made available and maintain their place on the wait list. This update gives students more control of their reading and enables them to pass books they do not yet have time to read to the next student in line.

HOW DOES IT WORK?:

When hold redelivery launches, Sora will introduce in-app notifications. When holds are available, these notifications will prompt students to select from the following options:

- **Borrow:** Borrow the title within a three-day pickup period.
- **Get it later:** Freeze the hold and pass the book to the next student in line. After seven days, the student will be able to borrow the book when the next copy becomes available.



Not final and subject to change.

If a student takes no action, the hold will automatically be frozen one time for seven days. If no action is taken a second time, the hold will be canceled automatically.

Students can cancel a hold at any time by going to [Holds > Edit hold > Cancel hold](#). Note: The automatic one-time freeze is not yet available for holds placed at the public library but will be added in a future update.

Students using the classic OverDrive website and app will continue to receive site notifications when their holds are available, prompting them to borrow the title within the three-day pickup period.