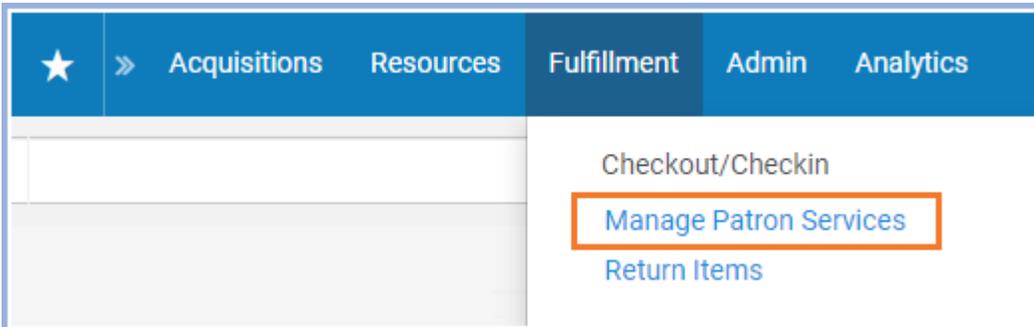


# Patron Blocks

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Alma video: [Working at the Circulation Desk](#)

1. Go to “Fulfillment” and select “Manage Patron Services”.



2. When you pull up the patron’s record, you may get a pop-up like the one below if the account is blocked. Some possible reasons for this include outstanding fines or too many overdue items.



- a. Clicking “Override” allows you to proceed as if there were no blocks. This option is not always available. It depends on the type of blocks involved and the Alma role(s) that have been assigned to you.
- b. Clicking “OK” allows you to enter the patron record with all blocks still in place. No loans or renewals are possible in this scenario.
- c. Clicking “Cancel” takes you back to the previous screen.