

My Account / Renewals

MY ACCOUNT / RENEWALS

It is easy to see what you have checked out, renew materials, check the status of your requests and find out if you owe any late fees – all in one location.

- Click on the tab for *My Account / Renewals* near the top of the page
- Enter your library card number
- Enter your PIN (Personal Identification Number)
- Click *Login*

To protect your privacy, please remember to click on *Logout* when you are finished.

Account Overview	Provides brief information about your account.
Items Out	Shows you all the items checked out on your card, when they were checked out, their due dates, and the number of times they have been renewed.
Hold Requests	Lists all the items you have requested and tells you which ones are ready to pick up and which ones are not yet available.
Blocks	Check here for information about outstanding fines or fees, or for other messages about your account.
Profile	Allows you to change your PIN or e-mail address. Clicking <i>Request Change</i> alerts staff that they will need to update your address the next time you are in the library. <i>Because proof of residency is required, you cannot update your address online.</i> Be sure to promptly notify the Library about any change in your contact information.

Renewing your items

Click on the ***Checked Out*** tab near the top of the page. Click the box beside each title you want to renew. Click the ***Renew*** button at the top or bottom of the list. A successful renewal will show a new due date in the *Due Date* column and the number of times you have renewed the item (maximum two renewals per item).

You may not be able to renew items if there is someone else waiting for the item, or they have been renewed twice already. You will see this message, ***“One or more of your items did not renew. Please scroll down for details”*** in red at the top of the page and a reason listed in red above the title of the item you tried to renew.

Using My Account to update your personal information

How do I change my PIN?

Click on the tab called ***Profile***. Scroll down to Personal Identification Number (PIN). Type your old PIN and then type a new one and confirm it. Click on the ***Update*** button to complete the change.

How do I update my e-mail address?

Click on the tab called ***Profile***. Scroll down to e-mail information. Type your current e-mail address, click ***Update***, then type your new e-mail address.

How do I update my mailing address and phone number?

Clicking the ***Request Change*** button below your address alerts staff that they will need to update your address and phone number the next time you are in the library. *Because proof of residency is required, you cannot update your address online.* Be sure to promptly notify the Library about any change in your contact information.

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PLACING REQUESTS

If you are interested in a particular title in the catalogue, you can place a request and have the item sent to the branch of your choice. You will receive a phone call or e-mail when the item you have requested is available for pickup.

To place a request:

- After searching the catalogue, select the title you would like to request
- On the information page for your title, click the ***Request Item*** button, located *above* the Copy/Holding Information

Please note:

- ***Request Item*** is the best choice for placing a request and will usually ensure that you get the material you want as quickly as possible.
 - If you select ***Request copy*** in the Copy/Holding area, your request may never be filled, as that specific copy may not be returned or may be damaged and withdrawn from the collection.
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- Enter your barcode and PIN on the Login screen
 - Review the information on the ***Confirmation Request*** screen. Change the pickup location if necessary. The default is the branch where you registered for your library card
 - Click ***Request*** and you will see *Your Request has been successfully placed*
 - Click ***Return to Searching*** to return to your search results and place further requests (you will not need to log in again)
 - Click ***Logout and Return*** to log out of your account and continue searching or if you have finished using the catalogue

MANAGING YOUR REQUESTS

I'm going to be away for a while and I don't want to miss any of the items I have requested. What should I do?

Change the status of your request from *Active* to *Suspended*. Your request will continue to move up in the line requests. If it reaches number one, it will not be filled until the date you have selected to reactivate your request.

- Log in to My Account/Renewals and click on ***Hold Requests***
- Click the box beside each title you want to suspend. (To select all titles, click the box at the top of the list, to the left of the words *Requested Title*)
- Enter the date when you want your requests to become active again, using the date drop menus next to the *Change Status* button
- Click ***Change Status***

To change the suspended date you chose:

- Click the box beside the item again, and click ***Change Status***. The request will become *Active* again.
- Select the new suspend date using the drop down menus
- Click **Change Status** again.

How do I cancel a request for an item if I do not want it anymore?

- Click ***Hold Requests***
- Click the box beside the request that you want to cancel
- Click the ***Cancel Request*** button at the top or bottom of the page.

How do I change the pickup location for items I have requested?

You will need to call your local branch library if you want to change the branch you selected as your pickup location. The current pickup location for each request is listed under the title of the request.