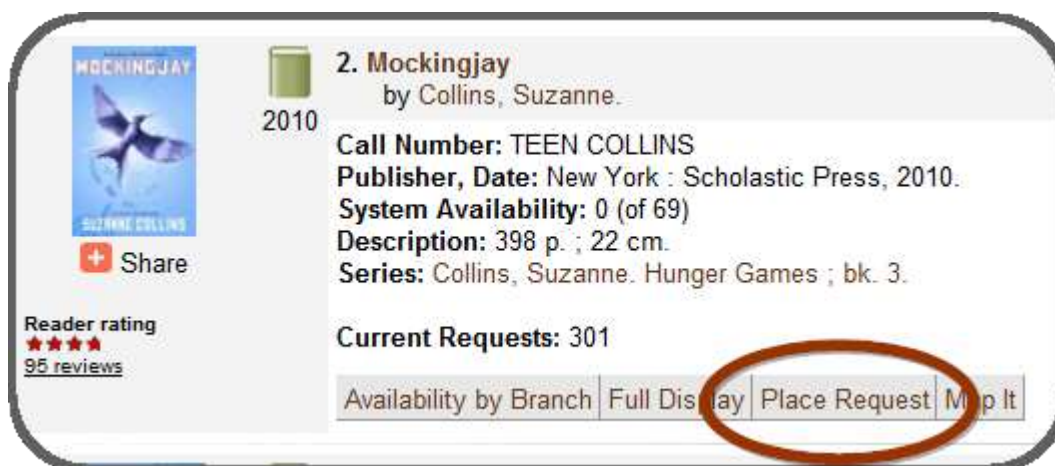## PLACING A HOLD USING POLARIS

Scenario: You've completed a search and have found an item (or items) that you want to place on Hold. In the following example, I've searched for the title "Mockingjay." As you can see in the results list, there are different types of material for this title. An icon indicates the type of item, as seen in the screenshot below (see last page of handout for Icon descriptions).

1. Pick the desired item type (not all titles have this many types!).

2. Underneath the brief Item Summary (call number, publisher, availability, number of pages or time length, and if applicable, series name) click the "Place Request" button.
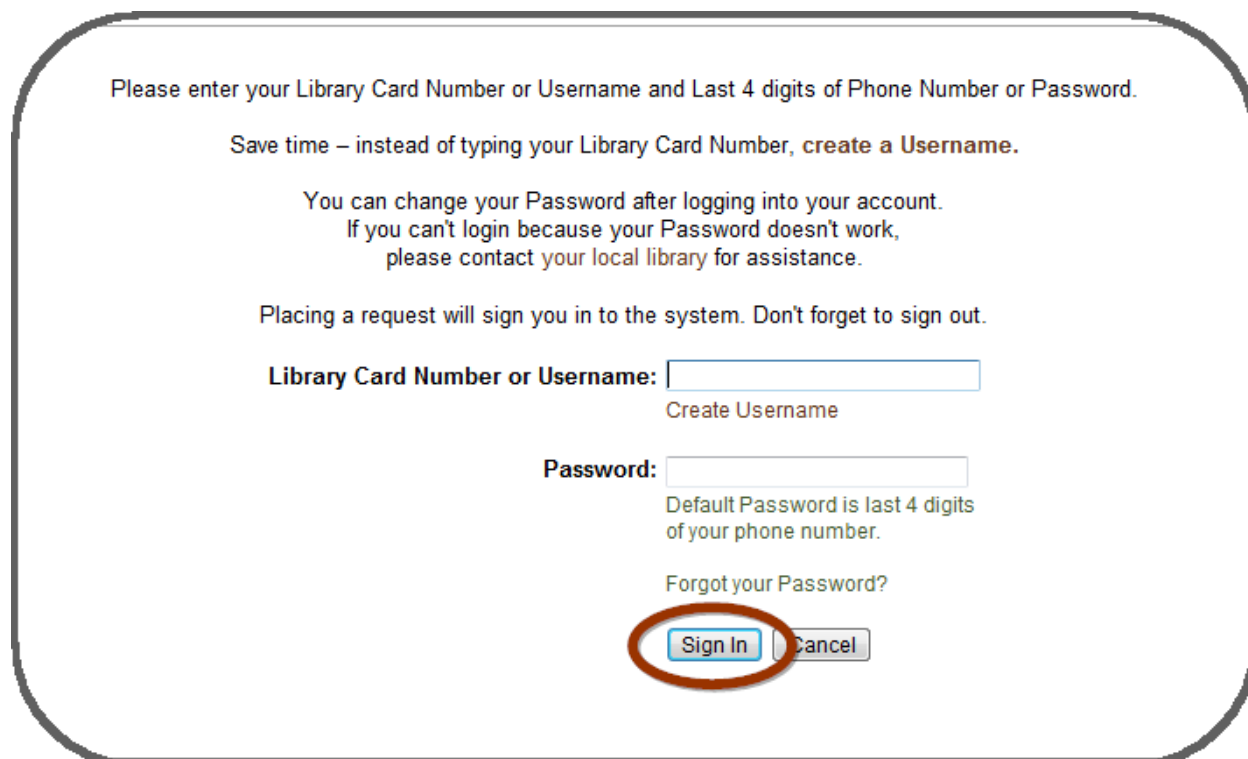
If you're not already signed in, you will be taken to the sign-in page.

3. Enter your Username (if you've created one) or Barcode number.
4. Enter your password (if you've created one) or the last 4 digits of the telephone number that Sno-Isle has on record for your account.
5. Click the Sign In button.

6. **If this is the first time you've placed a hold, your screen will resemble the one below. Just click in the box beside "Always use this pick-up location" to change the pickup branch to your local library…**

de: **********2029

name: Kelli

up Library: Select a pickup library ▾

☑ Always use this pick-up location (you can change it at any time)

vation Date:
mm/dd/yy) 4/15/2012

Submit Request   Cancel

…then choose your library by clicking on the arrow beside "Select a pickup library" to bring up a clickable dropdown meu. Click on the name of your home branch to select it.

**********2029

Kelli

Camano Island Library Pilot Project ▾

Select a pickup library
Arlington Library
Brier Library
Camano Island Library Pilot Project
Clinton Library
Coupeville Library
Darrington Library
Edmonds Library
Freeland Library
Granite Falls Library
Lake Stevens Library
Langley Library
Library On Wheels
Lynnwood Library
Marysville Library
Mill Creek Library
Monroe Library
Mountlake Terrace Library
Mukilteo Library
Oak Harbor Library
Service Center
Snohomish Library
Stanwood Library
Sultan Library

If you've placed holds before, your Pickup Library will already be selected.

The item to be placed on hold is in the upper left-hand corner; in the shot below, you can see the last 4 digits of your Barcode, your Username (if you created one), Pickup Library, and Activation Date.

Note: The Activation Date is the date you choose for the item to be placed on hold. It defaults to the current date. If you know you won't be ready for it right away (for example, it's the last item in a series, and you still need to read the first three books), or if you think it might arrive when you're not able to pick it up, you can type in a date up to one year in the future.

7. **Click on the "Submit Request" button**

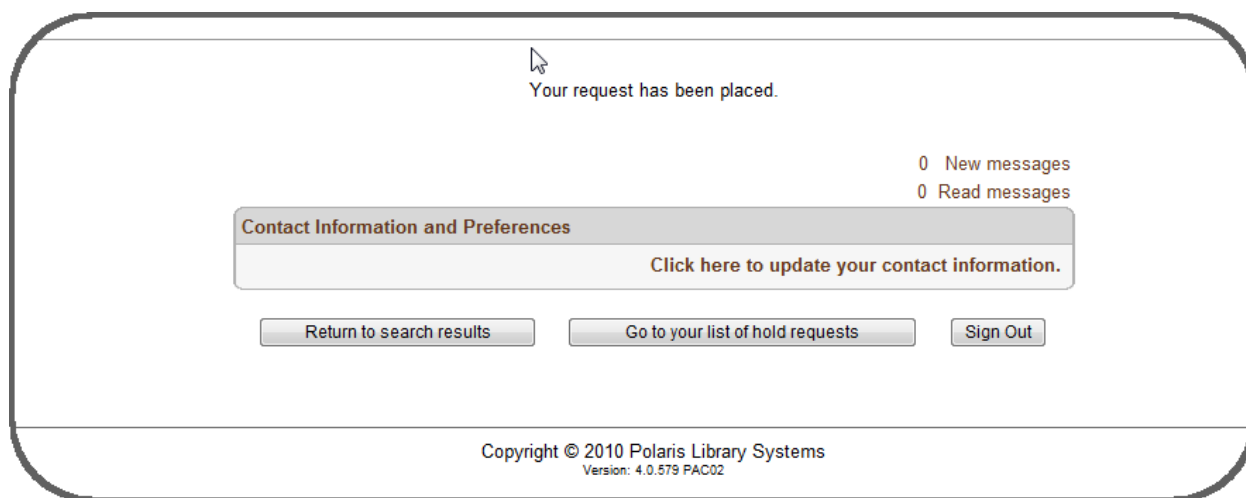1. **If there are others on the hold list, you will be asked if you still want to place a hold request. If you do still want to place a request, click "Continue." If you don't want to place the hold, click "Cancel," which takes you back to your Search results.**

2. **You are taken to the Request Verification Screen. You can now choose to Return to Search Results (where you can place more holds), Go to you're your list of Hold Requests, or Sign Out.** *Always Sign Out if you're on one of our public terminals.*

Your request has been placed.

0 New messages
0 Read messages

Contact Information and Preferences

Click here to update your contact information.

| Return to search results | Go to your list of hold requests | Sign Out |

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On your Hold Requests Management page, you can see the Title, Pickup Library, Status, and Hold Position. On this page, you can also Cancel some/all your requests, or Freeze/Unfreeze items. To learn how to do this, follow the Detailed Instructions at on the Help page @ http://www.sno-isle.org/?ID=5604. (You can also click on the titles in your Hold List to see the item page.)

Item Type Icons:

2010   Online Audiobook

2010   Regular Print Book

LP 2010   Large Print Book

2010   Book on Comact Disc (CD)
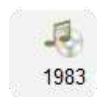
e 2001   Online Book

Magazine/Serial

2000   Readalongs

1969   Printed Music

1983   Music CD

Hold/Request Dispostions:

The following list explains what the terms mean on your Requests page.

Active: Hold is waiting to be filled; system is actively looking for an item to fill the request

Shipped: item is in the delivery pipeline

Pending: Item to fill hold has been found, as is on the list for staff to retrieve and prepare for delivery

Inactive: Hold is Frozen with an activiation date set in the future (You no longer see your place in the hold queue, but you remain in the position you were in at the time you made your request inactive)

Held: Item is waiting for you on the hold shelf at your local branch

Unclaimed: Item wasn't picked up within the specified period of time; after item is taken from hold shelf and scanned by staff, status changes to "Cancelled"

Cancelled: Several meanings:

- item wasn't picked up from hold shelf
- Request was cancelled by you online
- Request was cancelled by library staff at your request
- Item placed on hold by staff that was later determined no to meet your needs and then cancelled (these remain on your list for one month, then automatically deleted).

If you ever need help with placing hold requests (or anything else), please call your local branch – we're here to help ☺

For branch information, click on the link from the bottom of the Home Page section, "Using our Libraries: Locations and Hours."

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