

## PLACING A HOLD USING POLARIS

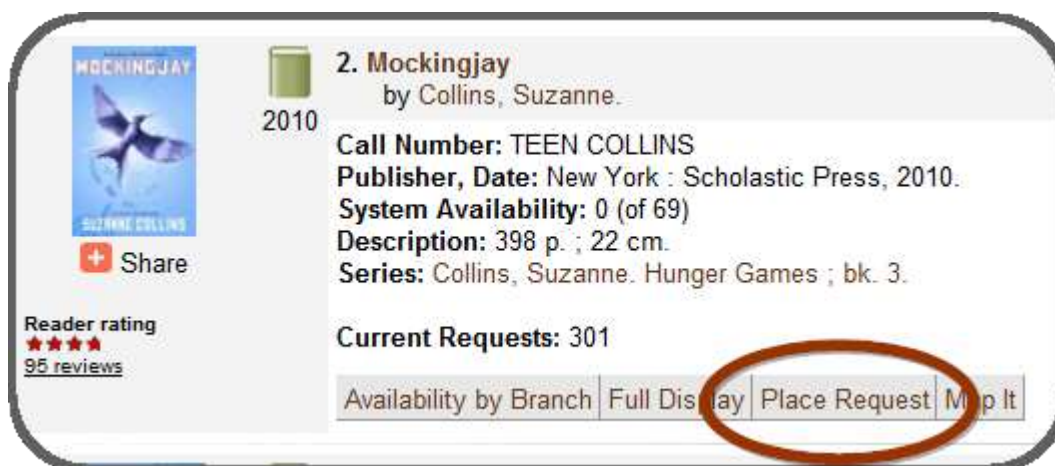
Scenario: You've completed a search and have found an item (or items) that you want to place on Hold. In the following example, I've searched for the title "Mockingjay." As you can see in the results list, there are different types of material for this title. An icon indicates the type of item, as seen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

The screenshot displays four search results for the title "Mockingjay" by Suzanne Collins. Each result includes a reader rating of 4.5 stars from 35 reviews and a "Share" button. The results are as follows:

- 1. Mockingjay** (Audio CD icon circled in red)  
by Collins, Suzanne.  
Publisher, Date: [New York] : Scholastic Audio, 2010.  
Series: Collins, Suzanne. Hunger Games ; bk. 3.  
- Access Online Click for Information  
Full Display
- 2. Mockingjay** (Book icon circled in red)  
by Collins, Suzanne.  
Call Number: TEEN COLLINS  
Publisher, Date: New York : Scholastic Press, 2010.  
System Availability: 0 (of 69)  
Description: 398 p. ; 22 cm.  
Series: Collins, Suzanne. Hunger Games ; bk. 3.  
Current Requests: 301  
Availability by Branch | Full Display | Place Request | Map It
- 3. Mockingjay** (LP icon circled in red)  
by Collins, Suzanne.  
Call Number: TEEN LGE-TYPE COLLINS  
Publisher, Date: Detroit [Mich.] : Thorndike Press, 2010.  
System Availability: 0 (of 15)  
Description: 503 p. (large print) ; 23 cm.  
Series: Collins, Suzanne. Hunger Games ; bk. 3.  
Current Requests: 169  
Availability by Branch | Full Display | Place Request | Map It
- 4. Mockingjay** (Audiobook icon circled in red)  
by Collins, Suzanne.  
Call Number: TEEN CD FIC COL1424  
Publisher, Date: New York : Scholastic, p2010.  
System Availability: 0 (of 10)  
Description: 10 sound discs (11 hr., 41 min.) : digital ; 4 3/4 in.  
Series: Collins, Suzanne. Hunger Games (Scholastic Audiobooks)  
- View cover art  
Current Requests: 108  
Availability by Branch | Full Display | Place Request | Map It

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.



**2. Mockingjay**  
by Collins, Suzanne.

2010

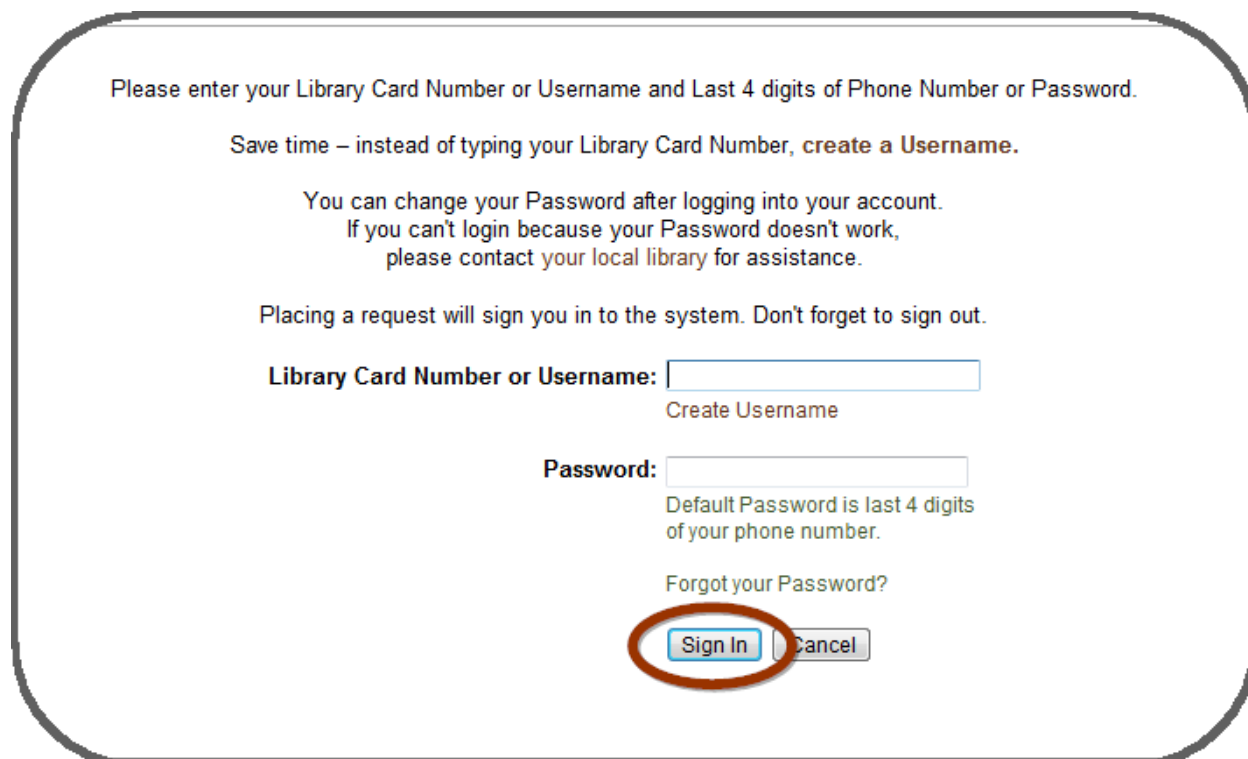
**Call Number:** TEEN COLLINS  
**Publisher, Date:** New York : Scholastic Press, 2010.  
**System Availability:** 0 (of 69)  
**Description:** 398 p. ; 22 cm.  
**Series:** Collins, Suzanne. Hunger Games ; bk. 3.

**Current Requests:** 301

Availability by Branch Full Display **Place Request** Map It

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.



Please enter your Library Card Number or Username and Last 4 digits of Phone Number or Password.

Save time – instead of typing your Library Card Number, **create a Username**.

You can change your Password after logging into your account.  
If you can't login because your Password doesn't work,  
please contact **your local library** for assistance.

Placing a request will sign you in to the system. Don't forget to sign out.

**Library Card Number or Username:**   
Create Username

**Password:**   
Default Password is last 4 digits  
of your phone number.

Forgot your Password?

**Sign In** Cancel

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...

A screenshot of a library hold request form. The form is enclosed in a rounded rectangle. It contains the following fields and controls:

- Code:** A text field containing "\*\*\*\*\*2029".
- Name:** A text field containing "Kelli".
- Pickup Library:** A dropdown menu with the text "Select a pickup library" and a downward arrow.
- Always use this pick-up location (you can change it at any time):** A checkbox that is checked, followed by the text "Always use this pick-up location (you can change it at any time)".
- Expiration Date:** A text field containing "4/15/2012".
- Buttons:** Two buttons at the bottom: "Submit Request" (highlighted in blue) and "Cancel".

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

A screenshot of the library pickup location dropdown menu. The menu is open, showing a list of library branches. The text "\*\*\*\*\*2029" and "Kelli" are visible at the top of the form. The dropdown menu lists the following libraries:

- Camano Island Library Pilot Project (highlighted in blue)
- Select a pickup library
- Arlington Library
- Brier Library
- 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



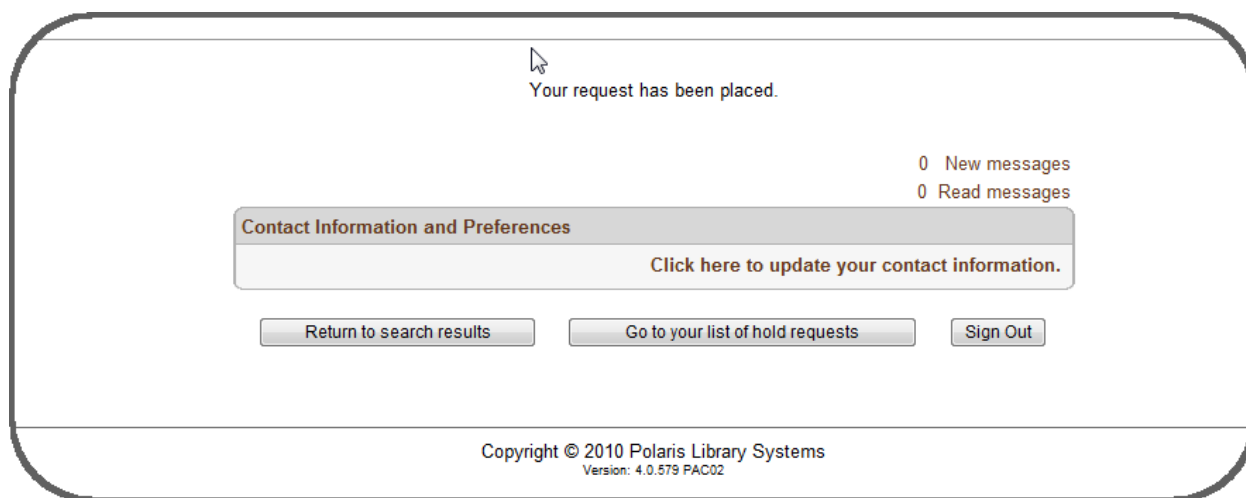
The screenshot shows the 'Place a request' form for the book 'Mockingjay' by Suzanne Collins. The form includes fields for Barcode (displaying \*\*\*\*\*2029), Username (displaying Kelli), Pickup Library (a dropdown menu showing 'Camano Island Library Pilot Project'), and Activation Date (displaying 4/15/2012). The 'Submit Request' button is circled in red, and a 'Cancel' button is also visible.

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.



The screenshot shows a confirmation dialog box with the text: 'There are [302] active requests for this title. Do you still want to place the request?'. Below the text are two buttons: 'Continue' and 'Cancel'.

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 your list of Hold Requests, or Sign Out. *Always Sign Out if you're on one of our public terminals.*



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:



Online Audiobook



Regular Print Book



Large Print Book



Book on Compact Disc (CD)



Online Book



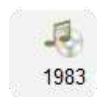
Magazine/Serial



Readalongs



Printed Music



Music CD

## Hold/Request Dispositions:

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 activation 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."

