


## Library Catalogue: Requests

Requests may be placed on most library materials that are currently unavailable, including items checked in at other branches of Winnipeg Public Library. A maximum of 35 requests are permitted at one time. Requests cannot be placed on magazines, uncatalogued paperbacks, Express Bestsellers, Reference materials or other non-circulating items.

Please tell staff how you want to be notified when items are ready for pickup: either by email or phone. (Please see the guide *Library Catalogue: My Account* for more information.) Note that a fee is charged for requested items not picked up.

### To place a request

Locate the title you want in our catalogue (for instructions, see the guide *Library Catalogue: Basic Search*). If the item is not available, click the **Request Item** button.



The screenshot shows the library's search interface. At the top, there are navigation tabs: 'Winnipeg Public Library Home Page', 'Search the Catalogue', 'My Account', 'Library Info', 'Databases', and 'Book a Computer'. Below these are search options: 'Quick Search', 'Basic Search', 'Advanced Search', and 'Search History'. The search bar contains the text 'Houseboat chronicles : notes fr' and a 'GO' button. Below the search bar, it says 'You're searching: Winnipeg Dial UP'. The search results are displayed in a two-column layout. The left column contains 'Item Information' with sub-sections for 'Holdings', 'More by this author', and 'Subjects'. The right column contains the book's title, author, publisher, call number, subjects, ISBN, description, and holds. At the bottom right of the results, there are two buttons: 'Add to my list' and 'Request Item', with an arrow pointing to the 'Request Item' button.

If you have not already logged in, a Login screen will appear:

Once staff has set your account for email notification, you can change your email address yourself in My **Account – Profile**.

## Login

Please enter the following information:

Enter the 14 digit barcode from your library card without spaces:

Enter the last 4 digits of your phone number OR your PIN number:

Login

Horizon Information Portal 3.04  
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Type the requested information into each white box. Click **Login**.

The Request Confirmation screen provides information about how you will be notified, lets you select your pick up location (check to ensure the library selected is the right one), and tells you when the request will expire if unfilled.

Click **Request** to activate the request.

### Request Confirmation

Houseboat chronicles : notes from a life in Shield country /  
by *MacDonald, Jake, 1949-*

Your hold queue position is:	1
You will be notified when this title is available by email or	phone
Select a location to pick up the material:	<input type="text" value="Millennium Library"/>
Please note: There is a \$1.10 non-pickup fee. Your request for this title will be effective until:	08 Jul 2007

Horizon Information Portal 3.04  
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If your request is successful, a box will appear summarizing your request information.

**Your request has been successfully placed**

**Houseboat chronicles : notes from a life in Shield country /**  
by *MacDonald, Jake, 1949-*

Your hold queue position is:	1
You will be notified when this title is available by email or	<b>phone</b>
The pickup location for this request will be:	<b>Millennium Library</b>
Please note: There is a \$1.10 non-pickup fee. Your request for this title will be effective until:	08 Jul 2007

Return to Searching

Logout and Return

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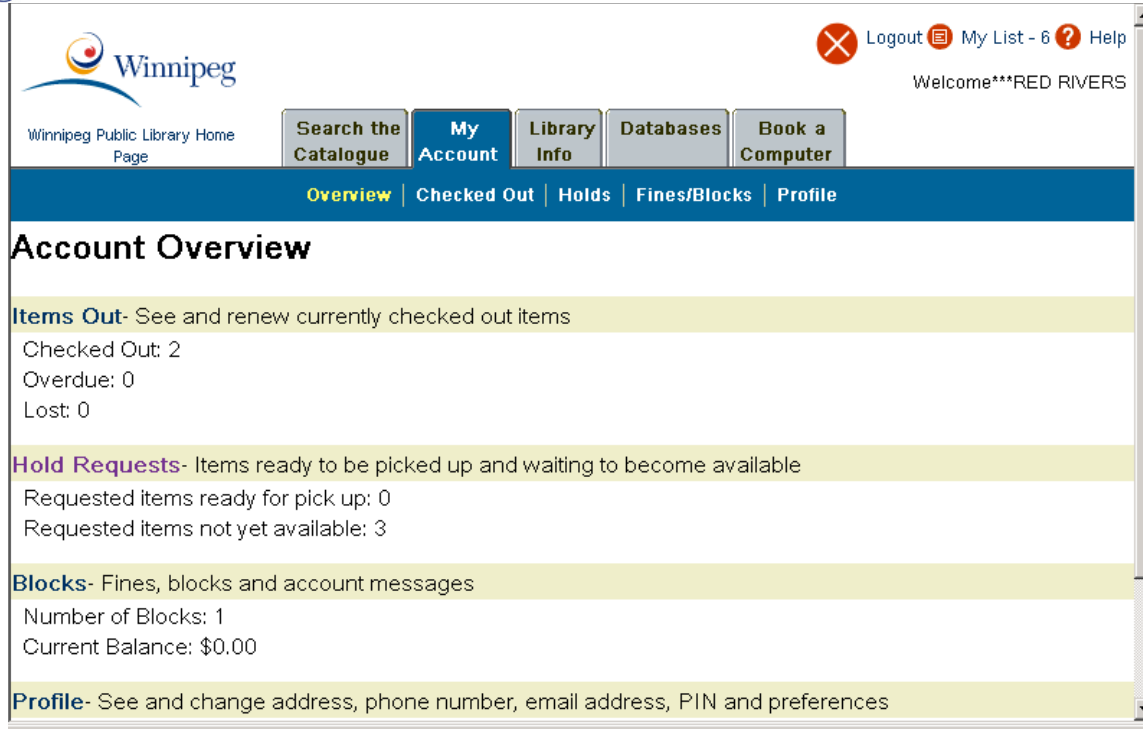
Click **Return to Searching**. Any subsequent requests you place, while logged in, do not require you to enter your barcode and PIN again.

**Remember, when you are finished using the catalogue, click Logout (upper right corner) to end your session and to protect your privacy.**

### To Suspend a Request

If you are going to be unavailable to pick up your requested item, for reasons such as vacation, you may set your requests to **Suspended** which automatically makes your request inactive. As a result, you will not lose your position in the request queue and will not be charged a non-pickup fee. Once you return, you may change the status of your requests back to Active or use the **Suspend Until** option to specify a date at which the requests will automatically become Active again. You cannot suspend a request for an item which has already been set aside for you.

- Log in to **My Account**
- Click on Hold Requests



Winnipeg Public Library Home Page

Search the Catalogue My Account Library Info Databases Book a Computer

Logout My List - 6 Help

Welcome\*\*\*RED RIVERS

Overview | Checked Out | Holds | Fines/Blocks | Profile

### Account Overview

**Items Out**- See and renew currently checked out items  
 Checked Out: 2  
 Overdue: 0  
 Lost: 0

**Hold Requests**- Items ready to be picked up and waiting to become available  
 Requested items ready for pick up: 0  
 Requested items not yet available: 3

**Blocks**- Fines, blocks and account messages  
 Number of Blocks: 1  
 Current Balance: \$0.00

**Profile**- See and change address, phone number, email address, PIN and preferences

### Hold Requests

**Requested items ready for pick up:**  
 You have no items ready to be picked up

**Requested items not yet available:**  
 Select titles and press the button   Suspend until: MM-DD-YYYY

<input type="checkbox"/>	Select All Requested Titles	Status	Position	Expires
<input type="checkbox"/>	<b>The Da Vinci code : a novel /</b> by Brown, Dan, 1964- FICTION BRO Date Placed: 04 Jan 2006 Pickup Location: Millennium Library	Active	154	08 Jul 2007
<input type="checkbox"/>	<b>Houseboat chronicles : notes from a life in Shield country /</b> by MacDonald, Jake, 1949- 917.1 MACD Date Placed: 04 Jan 2006 Pickup Location: Millennium Library	Active	1	08 Jul 2007

- **Click in the box to the left of the requested item** you want to Suspend. If you wish to suspend all your requests, click in the white box in the blue bar (indicated above by the arrow).

- The default Suspend Until date is 6 months from the current date. You can change this to another date by using the drop down boxes. This will arrange automatic reactivation of your request on the date you specify.
- Click on the **Change Status** button.
- The new status (Suspended) will be displayed in **Status column**.
- Upon the specified date, the status of the request will be automatically changed to Active.

### To Cancel a Request or a Hold:

You may cancel your request if an item is no longer needed.

- Log into **My Account**
- Click **Hold Requests**
- **Click in the box to the left of the title** you wish to cancel.
- Click **Cancel Request**.
- Once an item has been set aside for you it becomes a Hold. You can cancel a hold of an item that has already been set aside for you but for which the pickup date has not yet expired. An expired hold will cause a non-pickup fee to be charged to your account.
- Remember to click on **Log Out** (upper right corner) to end your session and to protect your privacy.

### To Check your Requests:

- Log into **My Account**.
- Click **Hold Requests**
- Look at the **Position column** to determine where you are in the queue for example, 9 of 67 means there are 8 requests to be filled before your turn to borrow the item.

**When you have finished viewing information in My Account, it is very important to remember to logout, to protect your privacy. Click Logout (upper right corner) to end your session.**

Click on the Help link to access online Library Catalogue assistance. For further help, ask library staff at any information desk.

Other Library Catalogue guides are available:  
Basic Search | My Account | My List | Renewals