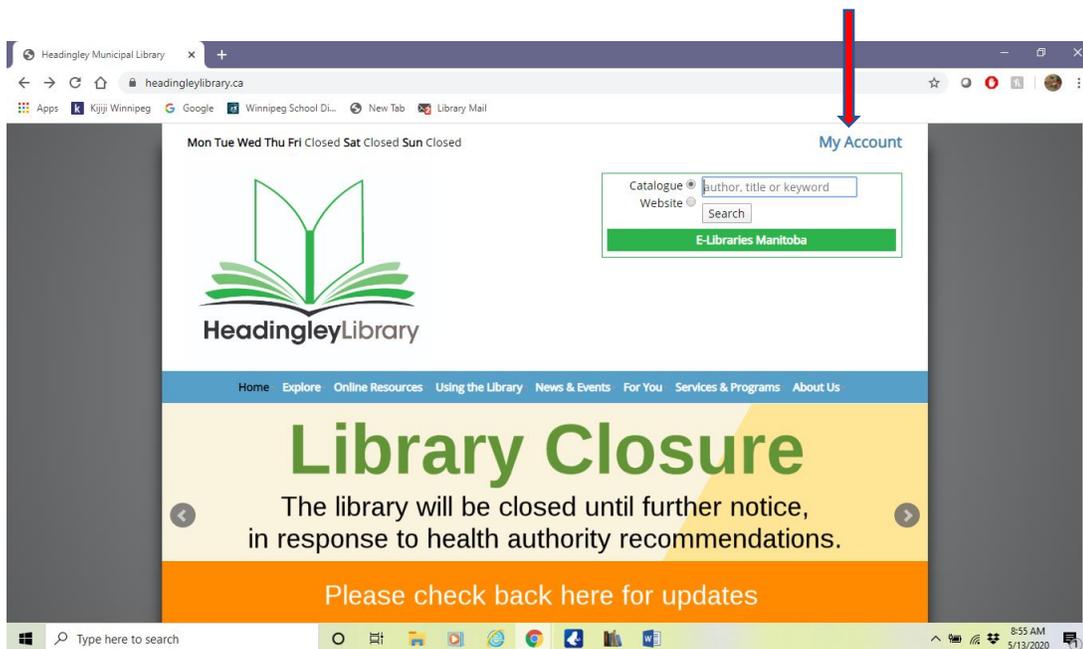


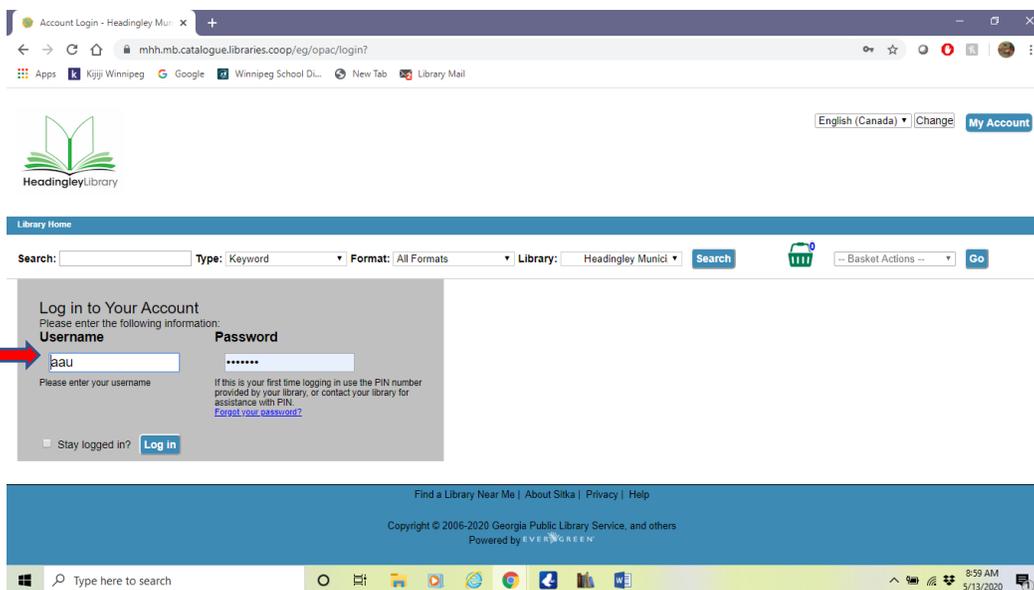
My Account: How to Search Our Catalogue and Reserve Holds for Pick-up

Getting Started

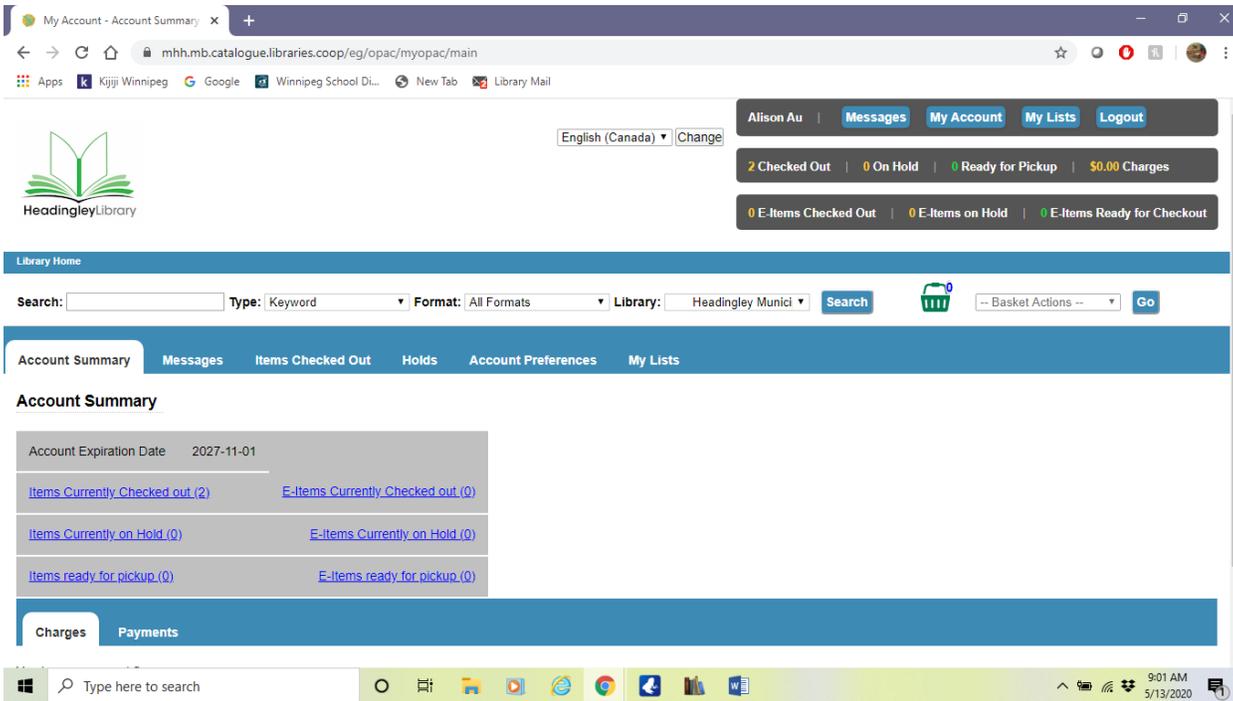
1. From our website at www.headingleylibrary.ca, click on “My Account”.



2. Log in with your username (first initial, last name in lower case) and password (7 digit phone number – NO area code, No hyphen. (Example: username: aau; password: 8954908)



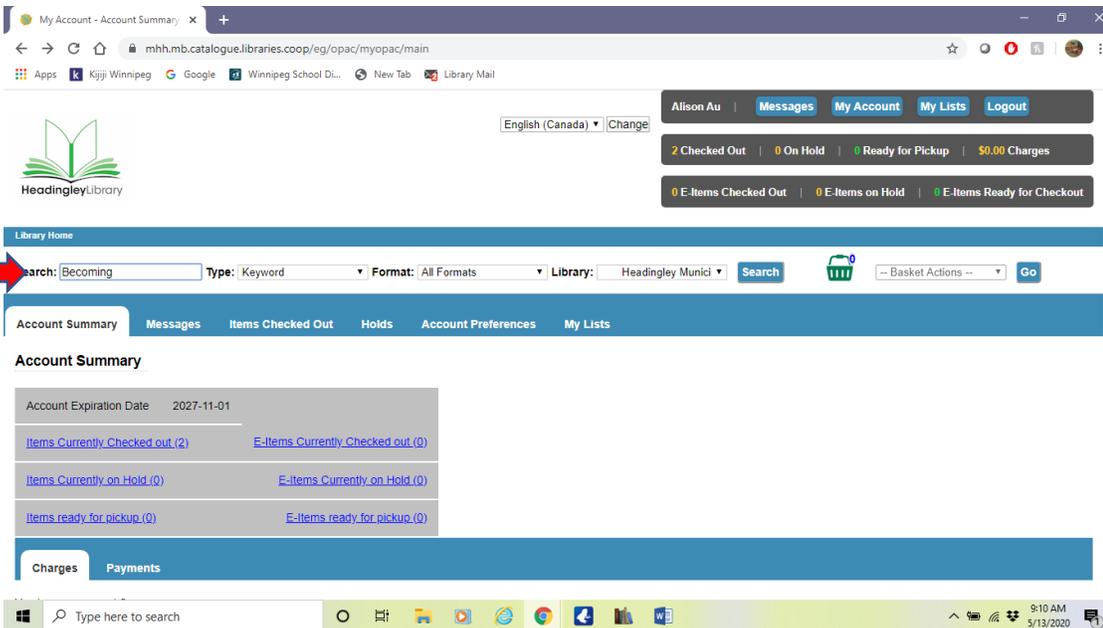
3. You will see your account at a glance in the upper right corner.



4. You can click on any of the tabs in the middle of the page to view details about your account. Click on any underlined link for more details.

Searching the Catalogue for Books

1. In the “search” tab, type in the name of the book you are looking for. You can change the default “key word” to title, subject or author if you’re not sure. You can also change “all formats” to “books” if you don’t want to receive results for movies or electronic items.



- Click "Search". You can see from the results below that "Becoming" is available in audio cd, electronic book through Overdrive/Libby and hardcover. You will need to make sure you select the correct format. Click on "place hold" to the right of the book.

The screenshot shows a web browser window displaying search results for 'Becoming' by Michelle Obama. The search results are filtered to show 10 items. The first result is a CD audiobook, and the second is an e-audiobook. A red arrow points to the 'Place Hold' button for the CD audiobook. The page also shows a table of library locations and a 'Place Hold on E-audiobook' button for the second result.

- On the next screen, make sure all of the information is correct, particularly your email address for notifications, and click "submit".

The screenshot shows the 'Place Hold' form for 'Becoming' by Michelle Obama. The form includes fields for pickup location (Headingley Municipal Library), notification preferences (Email, Phone, Text), and a 'Submit' button highlighted with a red arrow. The email address is alisonau@shaw.ca. The form also includes a 'Suspend this hold?' section with a 'Set activation date' link.

4. You're done! Now the library will receive your request, pull the item and activate an automated email notification that will tell you that your hold is ready for pick up. To place holds on more items, follow the same steps. We will be limiting holds to five per family member at this time.
 - a. Items are held for 7 days before returning to the shelf or being passed on to the next patron waiting for the book.
 - b. If an item is currently checked out, you will still be able to place a hold but will have to wait your turn for the book. Typically, wait times are never that long but for very popular books such as Michelle Obama's, there will be a waiting period.
 - c. For highly popular items, if the waiting list becomes too long we will order a second copy of the book. Don't be discouraged if an item isn't immediately available.
 - d. For items that are on the shelf, our turn-around time is typically one day but could be longer due to the pandemic. We are working very hard to make sure that we can meet the needs of our patrons during this challenging time.