



## **A USER'S GUIDE TO PLACING ONLINE REQUESTS**

One of the biggest advantages of POCLD's membership in the Cooperative Information Network (CIN) group of libraries is: *more materials for you!* The resources of the entire group are at your disposal. You can request items from cooperating CIN libraries and have them sent to a library you choose for pickup. This guide helps you through the process of placing that kind of request.

This is a guide for placing online requests as our online system accepts them currently. The process may seem complicated, and we apologize for any inconvenience. If you want to place a request for a title but would rather have the Library help you, just give us a call and we'll be happy to assist.

### **STEP 1: LOGIN WITH YOUR LIBRARY CARD BEFORE SEARCHING**

By logging into the system with your library card number before searching for any library materials you want, you set the stage for placing online requests.

You can use either the "LOGIN" tab or the "YOUR LIBRARY ACCOUNT" tab on the search screen to activate your library account. When the login screen pops up, all you need to do is put in your library card number and your last name. The "Home Library" box is set for the right name already, "Cooperative Information Network."

When the system accepts your information, it will immediately move to the Search Screen. You can tell your account is active because the "LOGIN" tab will have changed to "LOGOUT."

Now you're ready to search the catalog and request materials you want.

### **STEP 2: FIND LIBRARY MATERIALS YOU WANT TO REQUEST**

Let's say you're interested in the book *Bleachers* by John Grisham. You do a simple search on the title and the system responds with a list of titles like this:

#	Title <	Author	Date
<input type="checkbox"/> [Item 1]	<a href="#">Bleachers /</a>	<a href="#">Grisham, John</a>	<a href="#">2003</a>
<i>More than one copy. Click the Item #, Author, or Title for more information.</i>			
<input type="checkbox"/> [Item 2]	<a href="#">Bleachers[cd sound recording, unabridged] /</a>	<a href="#">Grisham, John</a>	<a href="#">2003</a>
<i>More than one copy. Click the Item #, Author, or Title for more information.</i>			

You see that the first item is the book, and that there is more than one copy in the CIN system. You want the book, so you select the first item in the list and go to the detailed display, with its list of the libraries who have the book.

### STEP 3: CLICK ON THE TAB CALLED "PLACE REQUESTS"

Clicking on the "Place Requests" tab will bring you to this screen:

No need to change any information, just **click on OK!** Here's what comes up next:

WebVoyage Request: Hold	
Title:	Bleachers / John Grisham.
<b>Instructions:</b>	Click the button two lines below, and select <b>lending</b> library from drop-down menu. <b>REQUIRED:</b> Choose the library where you will <b>pick up</b> this item (6 lines below). Click Submit Request button to complete request.
<input type="radio"/> Do NOT use this option:	Do NOT use this option:
<input checked="" type="radio"/> Click this button, and select lending library:	Heyden Library
<input checked="" type="radio"/>	c. 3 50610013209221 HLADFC
Library card number:	
Comment:	
Choose the library where you will pick up this item:	Athol Branch Library
This request will expire after:	180 Day(s)
<input type="button" value="Submit Request"/> <input type="button" value="Clear Form"/>	

## STEP 4: FILL IN THE REQUEST FORM

The screen up now asks you to make decisions about how you want the request to work, for example, which library you want to loan the book and where you want to pick it up. Here are the things you need to look at:

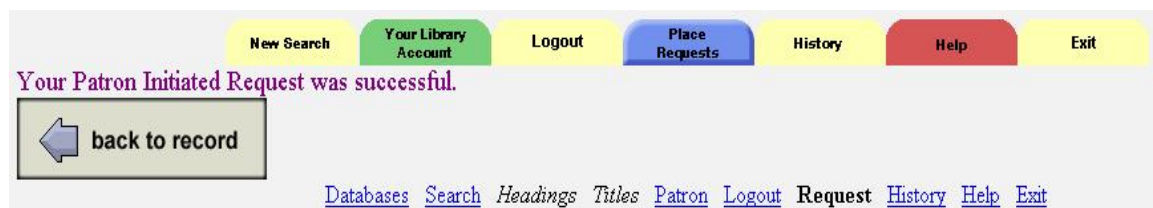
*Select Lending Library:* **Leave this information as appears. The systems selects an available copy for you.**

*Library Card Number:* You need to put in your library card number again for the request to complete successfully. This is the case for each online request you make. The online system does not use the login account number to fill in this line, even though you are already logged in using your library card number. The online system is designed this way as a security measure.

*Choose the Pick-Up Library:* **You need to tell the system which CIN library should receive the book for you to pick up. Select the name of the library where you want to pick the requested material up from the drop-down list.**

Once you have completed the form, you are ready to **click OK**.

When your request has completed successfully, you will see this screen:



You can now continue searching for other materials. Follow the same process for any other items you would like to request during your search session.

***Questions or Problems? Please give us a call!  
Newport Public Library: 447-2111***