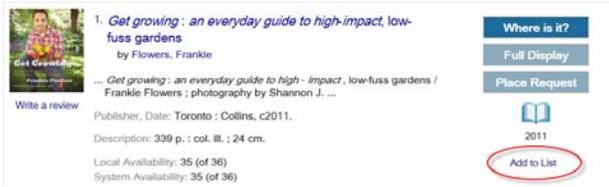## Found a Book- but want to request it later?
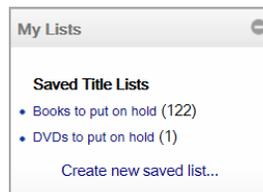
1. From the search results, click on **Add to List.**

2. Follow the prompts to save to or create a new list.

3. When you are ready to request the book, go to **My Lists** on left side menu.

4. Click on the list, then click on the title of the item.

5. Follow the same procedure to place and submit a hold as explained the reverse.

Want to print or share your list?
From **My Lists** click on the specific list you wish to print and choose **Print Friendly** or **Email**.

For further information or assistance, contact your local library or regional library system, or leave feedback at **www.tracpac.ab.ca/ leave-feedback**

How to Place and Manage Hold Requests

Online Catalogue

To request items, view holds, suspend, reactivate and cancel holds is easy and convenient from home or work.
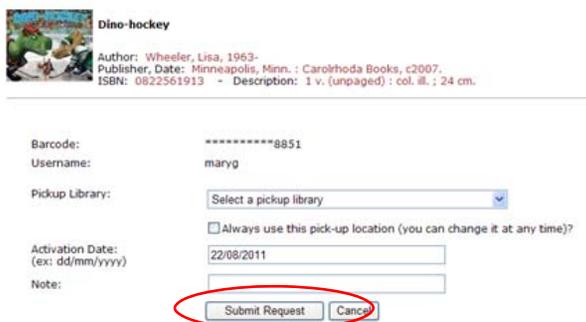
www.tracpac.ab.ca

Place a Hold

Log on to **www.tracpac.ab.ca**

1. Select **MY ACCOUNT** in the upper right hand corner. Type in your 14 digit library barcode and your 4 digit password (PIN) - usually the last 4 numbers of your phone number.

2. Search for a title.

3. Select the title you want.

4. Select **Place Request**

5. Select **Pickup Library**

6. Select **Submit Request**

You will receive confirmation once your hold is placed.

Manage Holds

Customers can view, suspend and cancel holds on their account.

View Holds

1. **Log on** to your account.
2. Select **My Account**.
3. Select **Requests**.

A list of all the items you have on hold will display. You can check the pickup location, hold position and status of your hold request: *Active*—request has been placed, *Pending*—waiting to be filled, *Shipped*—on its way, *Held*—ready for pickup, *Inactive* and *Cancelled*.
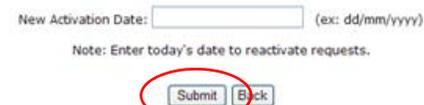
Suspend/Reactivate Holds

If you do not wish to receive an item at the current time, a hold may be suspended and then reactivated at a later date.

To **Suspend** holds:

1. To suspend *all holds*, select **Suspend/Reactivate All**. To suspend *selected holds*, click inside the box beside the item and select **Suspend/Reactivate Selected**.

2. Enter a new activation date.

3. Select **Submit**. The hold status will now become *inactive*.

To **reactivate** a hold: do steps 1 and 2 but enter **today's date**. The status will now become *active*.

Cancel Holds

Holds may be cancelled only if they have a status of active, pending, or inactive.

To **cancel** a hold:

1. To cancel all holds, select **Cancel All**. To cancel a specific hold, click the box beside the item and select **Cancel Selected**.

2. Select **Yes** to cancel request. The status will now say *cancelled*.