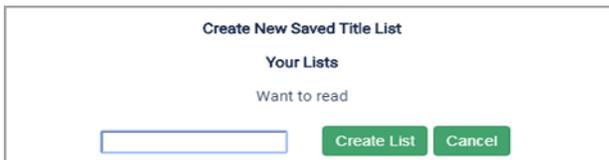## Found a book, but want to request it later?
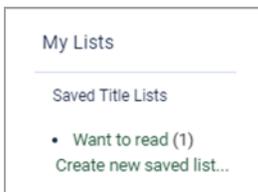
1. From the search results, click on **Add to List.**

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 earlier in this brochure.

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 List**.

For further information or assistance, please contact your local library or regional library system.

How to Place and Manage Hold Requests

Online Catalogue

TRACpac makes placing and managing holds easy, at home or on the go.

www.tracpac.ab.ca

Place a Hold

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

1. Select **LOG IN** from the top right hand side of the screen. Type in your username or 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.

✓	WHERE IS IT?
▤	FULL DISPLAY
⟶	PLACE REQUEST
⟳	ONE-CLICK REQUEST
	Add to List

1. *Dino-hockey*
by Wheeler, Lisa, 1963-
... *Dino - hockey* / Lisa Wheeler ; illustrations de Barry Gott ; texte français ...
Other Title: Dinohockey
Publisher, Date: Toronto : Éditions Scholastic, 2010.
Rating: 4 ans et plus.
Description: [32] p. : ill. en coul. ; 23 x 27 cm.
Local Availability: 5 (of 8)
System Availability: 5 (of 8)

4. Select **Place Request**. If you have logged in, you may also use **One-Click Request**.

5. Select **Pickup Library**.

Dino-hockey
Author: Wheeler, Lisa, 1963- author

Barcode: **********6019
Username: Katherine
Pickup Library: Select a pickup library ▼
    ☐ Always use this pick-up location (you can change it at any time)?
Activation Date: 13/05/2018
(ex: dd/mm/yyyy)
Note:

[Submit Request] [Cancel]

6. Select **Submit Request**.

Manage Holds

Customers can view, change pickup location, suspend, reactivate 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, *LOCATED*—will be filled, *SHIPPED*—on its way, *HELD*—ready for pickup, *INACTIVE* and *CANCELLED.*

☐	Format	Title	Status	Pickup Library	Hold Position
☐ ⓘ	📖	I am Superman by Teitelbaum, Michael	Pending (as of 13/05/2018)	Grande Prairie Public Library	1 of 1
☐ ⓘ	📀	The LEGO Batman movie	Pending (as of 13/05/2018)	Grande Prairie Public Library	1 of 1

[Change Pickup Location] [Cancel Selected] [Suspend/Reactivate Selected] [Refresh eContent]

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. Click the box beside the item(s) and select **Suspend/Reactivate Selected**. You can only suspend a hold if it has a status of *ACTIVE.*

2. Enter a new activation date.

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

Suspend/Reactivate Hold Requests
New Activation Date: (ex: dd/mm/yyyy)
Note: Enter today's date to reactivate requests.
Are you sure you want to suspend/reactivate the following requests?
[Submit] [Back]

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. Click the box beside the item(s) and select **Cancel Selected**.

2. Select **Submit** to cancel request. The status will now say *CANCELLED.*

Change Pickup Location

A pickup location can be changed on located, *ACTIVE*, *PENDING, SHIPPED* or *INACTIVE*.

1. Click the box beside the item(s) and select **Change Pickup Location**.

2. Select the desired pickup location from the dropdown menu.

3. Select **Submit**. A message will appear that the pickup location has been changed.