

Frequently Asked Questions

Place an Item on Hold Encore Catalog

FIVE EASY STEPS

1. DO NOT LOG IN to your library account.
2. Add items to the BOOK CART.
3. Open the book cart and click REQUEST IT button.
4. Follow the prompts to log in to your account and place the holds.
5. Check your patron record to confirm the holds are successful.

Still need help? Telephone 615-595-1243 or 615-595-1277 for assistance.

DETAILED INSTRUCTIONS FOLLOW


Due to a programming glitch with the library's Encore catalog; PATRONS CANNOT REQUEST ITEMS AVAILABLE AT THEIR HOME LIBRARY, this issue was reported to Tech Support on August 21, 2016. The following explains how to successfully place holds before the user logs into their library account.

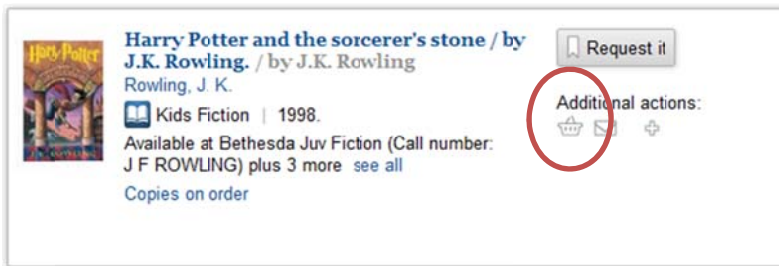
DO NOT LOGIN TO YOUR ACCOUNT.

ITEMS CHECKED OUT or AVAILABLE AT A BRANCH LIBRARY

This example illustrates 3 titles, one title checked out from your home library (not available) and two titles available from a system library (not your home library).




The screenshot displays a library catalog interface with three book entries. Each entry includes a title, author, genre, and availability information. The first entry, 'Harry: a biography / Marcia Moody.', is circled in red and shows 'Not Available at Franklin Non-Fiction (DUE 09-06-16)'. The second entry, 'Harry Potter and the sorcerer's stone / by J.K. Rowling.', is circled in red and shows 'Available at Bethesda Juv Fiction (Call number: J F ROWLING) plus 3 more'. The third entry, 'Harry Potter and the deathly hallows / by J.K. Rowling;', is circled in red and shows 'Available at Bethesda Juv Fiction (Call number: J F ROW) plus 9 more'. Each entry includes a 'Request it' button and a box indicating 'This item is in your bookcart'.

Click the book cart symbol  located under the ADDITIONAL ACTIONS line.

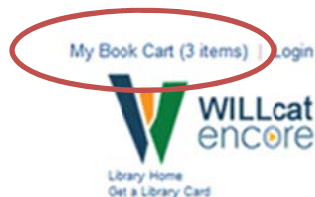


Harry Potter and the sorcerer's stone / by J.K. Rowling. / by J.K. Rowling
Rowling, J. K.
Kids Fiction | 1998.
Available at Bethesda Juv Fiction (Call number: J F ROWLING) plus 3 more see all
Copies on order

Request it

Additional actions:
  

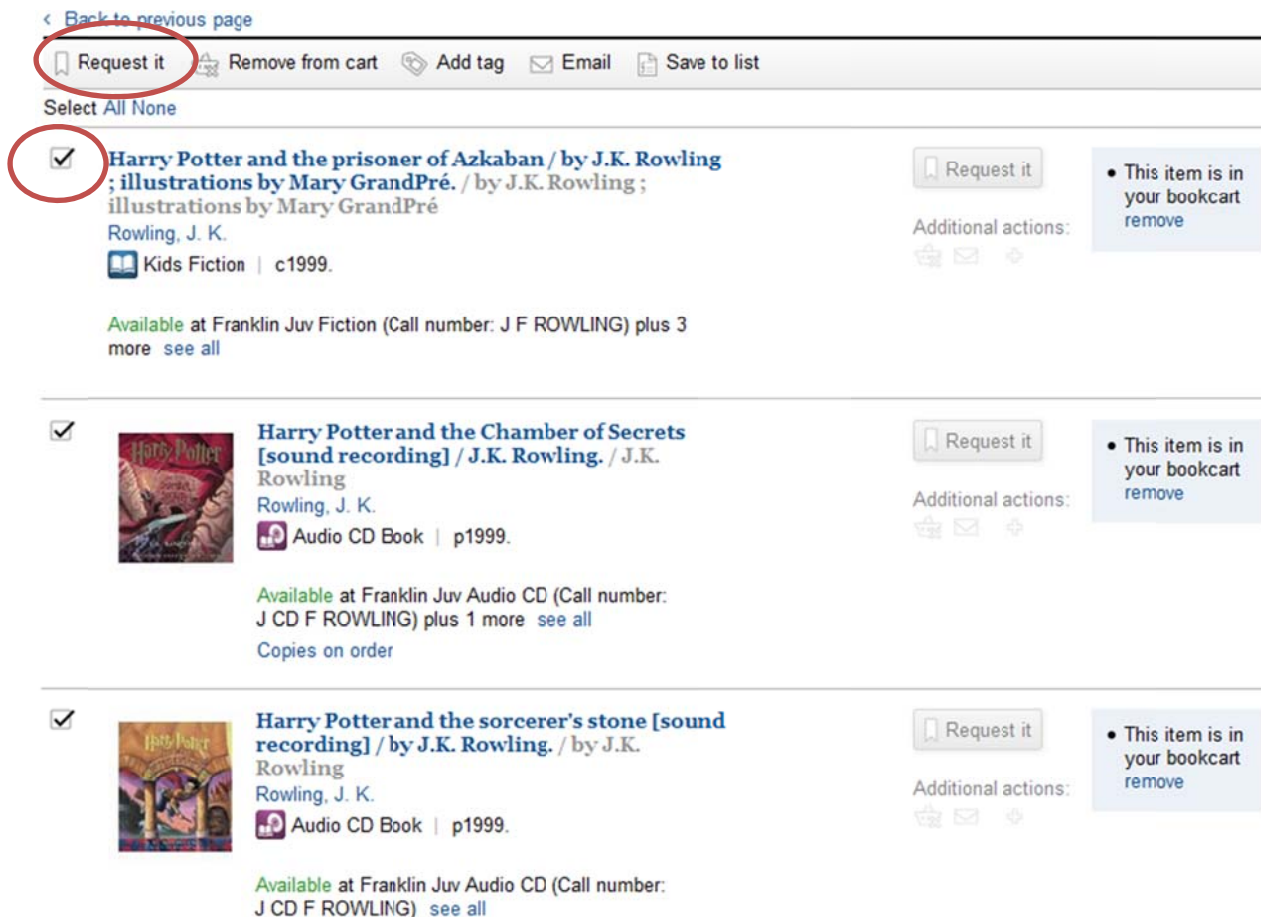
Add all items to the BOOK CART **BEFORE** TO LOGGING IN TO YOUR ACCOUNT.



Ready to place holds for items in your cart?

Above the library's logo, to right of screen click **MY BOOK CART** link.

Confirm there is a check mark in box to the left of each title. Click the REQUEST IT icon.






< Back to previous page

Request it Remove from cart Add tag Email Save to list

Select All None

Harry Potter and the prisoner of Azkaban / by J.K. Rowling ; illustrations by Mary GrandPré. / by J.K. Rowling ; illustrations by Mary GrandPré
Rowling, J. K.
Kids Fiction | c1999.
Available at Franklin Juv Fiction (Call number: J F ROWLING) plus 3 more see all




Request it

Additional actions:
  

• This item is in your bookcart remove

Harry Potter and the Chamber of Secrets [sound recording] / J.K. Rowling. / J.K. Rowling. / J.K. Rowling.
Rowling, J. K.
Audio CD Book | p1999.
Available at Franklin Juv Audio CD (Call number: J CD F ROWLING) plus 1 more see all
Copies on order




Request it

Additional actions:
  

• This item is in your bookcart remove

Harry Potter and the sorcerer's stone [sound recording] / by J.K. Rowling. / by J.K. Rowling.
Rowling, J. K.
Audio CD Book | p1999.
Available at Franklin Juv Audio CD (Call number: J CD F ROWLING) see all

Request it

Additional actions:
  

• This item is in your bookcart remove

The library ACCOUNT login screen opens. Login in to your account.

Request it

Thank you for submitting your request!
Your requests are being processed...

Ok

Included items:

- Harry Potter and the prisoner of...
- Harry Potter and the Chamber of Secrets...
- Harry Potter and the sorcerer's stone...

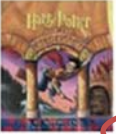


The REQUEST IT box opens, click OK




Check your account to confirm titles are listed in your HOLDS list.


DO NOT LOGIN TO YOUR ACCOUNT.




ITEMS AVAILABLE AT YOUR HOME LIBRARY




In the following example the patron's home library is Franklin.


 **Harry Potter and the sorcerer's stone [sound recording] / by J.K. Rowling. / by J.K. Rowling.** / J.K. Rowling. Rowling, J. K.   This item is in your bookcart
[remove](#) | [view cart](#)



Additional actions:
  




 Audio CD Book | p1999.
Available at Franklin Juv Audio CD (Call number: LCD F ROWLING) [see all](#)


 **Harry Potter and the Chamber of Secrets [sound recording] / J.K. Rowling. / J.K. Rowling.** / J.K. Rowling. Rowling, J. K.   This item is in your bookcart
[remove](#) | [view cart](#)

Additional actions:
  

 Audio CD Book | p1999.
Available at Franklin Juv Audio CD (Call number: J CD F ROWLING) plus 1 more [see all](#)
Copies on order


Harry Potter and the prisoner of Azkaban / by J.K. Rowling ; illustrations by Mary GrandPré. / by J.K. Rowling ; illustrations by Mary GrandPré Rowling, J. K.   This item is in your bookcart
[remove](#) | [view cart](#)


Additional actions:
  

 Kids Fiction | c1999.
Available at Franklin Juv Fiction (Call number: J F ROWLING) plus 3 more [see all](#)

Add items to the BOOK CART. See first example.

Open the Book Cart






Library Home
Get a Library Card

Check all boxes, click the **REQUEST IT** icon

Request it Remove from cart Add tag Email Save to list

 **Harry Potter and the sorcerer's stone [sound recording] / by J.K. Rowling. / by J.K. Rowling.**
 Rowling, J. K.
 Audio CD Book | p1999.


Available at Franklin Juv Audio CD (Call number: J CD F ROWLING) see all

Request it • This item is in your bookcart remove

Harry Potter and the prisoner of Azkaban / by J.K. Rowling ; illustrations by Mary GrandPré. / by J.K. Rowling ; illustrations by Mary GrandPré
 Rowling, J. K.
 Kids Fiction | c1999.

Available at Franklin Juv Fiction (Call number: J F ROWLING) plus 3 more see all

Request it • This item is in your bookcart remove

 **Harry Potter and the Chamber of Secrets [sound recording] / J.K. Rowling / J.K. Rowling.**
 Rowling, J. K.
 Audio CD Book | p1999.

Available at Franklin Juv Audio CD (Call number: J CD F ROWLING) plus 1 more see all
 Copies on order

Request it • This item is in your bookcart remove

The library ACCOUNT login screen opens. Login in to your account.

Request it

Thank you for submitting your request!
 Your requests are being processed...

Ok

Included items:

- Harry : a biography / Marcia Moody.
- Harry Potter and the sorcerer's stone /...
- Harry Potter and the deathly hallows /...

Request it box opens, click OK

Check your account to confirm titles are listed in your HOLDS page.

3 holds				
CANCEL	TITLE	STATUS	PICKUP LOCATION	CANCEL IF NOT FILLED BY
<input type="checkbox"/>	Harry Potter and the sorcerer's stone [sound recording] / by J.K. Rowling.	1 of 1 holds	Pickup Location Franklin Circulation Desk	02-18-17
<input type="checkbox"/>	Harry Potter and the prisoner of Azkaban / by J.K. Rowling ; illustrations by Mary GrandPré.	AVAILABLE	Pickup Location Franklin Circulation Desk	02-18-17
<input type="checkbox"/>	Harry Potter and the Chamber of Secrets [sound recording] / J.K. Rowling.	AVAILABLE	Pickup Location Franklin Circulation Desk	02-18-17

If the requested titles are NOT on hold, please call the library, 615-595-1243 or 615-595-1277 and staff will assist placing the holds.

Rev. August 25, 2016