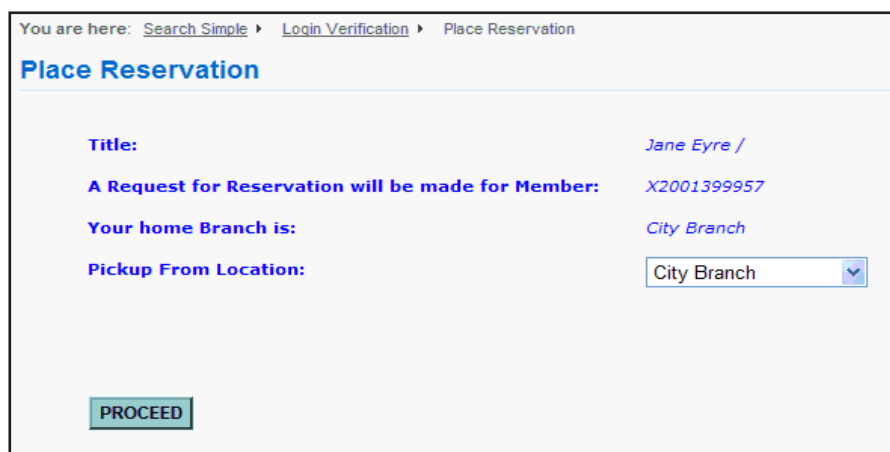


How to Reserve an Item

How Do I Reserve an Item?

You can reserve an item that is out on loan or at another library by using our catalogue either in the library or at home. Once you have searched and found your item in the catalogue, click on the item record so the catalogue display information appears. Now click on:

- “Reserve any copy Click here” in the Catalogue Display.
- You will be prompted to log into “Member Services” (using your Library Card number including the ‘X’ and your password which is default set to your DOB), and select your preferred pick-up location.
- * Click “Proceed”



The screenshot shows a web form titled "Place Reservation". At the top, there is a breadcrumb trail: "You are here: Search Simple > Login Verification > Place Reservation". The form contains the following fields and values:

Title:	Jane Eyre /
A Request for Reservation will be made for Member:	X2001399957
Your home Branch is:	City Branch
Pickup From Location:	City Branch (dropdown menu)

At the bottom left of the form is a green button labeled "PROCEED".

- A reservation confirmation message will be displayed once the reservation has been placed.

How Do I Reserve A Magazine?

When reserving magazines, you will need to select that particular issue or copy by ticking the “Res” box on the right hand side. Once you have done this, click on “To Reserve A Particular Copy Tick the Box And Click Here”. You will be prompted to log into “Member Services”, and select your preferred pick-up location. Click “Proceed”.

Will I Be Notified When The Reservation Is At The Library That I Want To Pick It Up From?

Yes, you will be notified via SMS/email when the item is ready for you to collect. You have seven (7) days from when your item/s arrive at your pick-up location to collect them. Holds which are not collected within the seven days will be removed from the Hold shelf. You will need to re-reserve the item if you still require it. You can also join Library Elf (see How to ... Use Library Elf) to receive collection notifications.

What Happens If Someone Else Is Already Waiting For The Same Item?

If the item has been previously reserved by another borrower, you will be placed in a queue. You will be informed via SMS/email when the item is ready for you to collect.

Can I Cancel a Reservation?

Yes, you can cancel a reservation in person or by phoning your local branch. You can also cancel a reservation by logging into “Member Services” on our online Catalogue (using your library card number and password). Scroll down to Reserved items and choose the item you wish to delete.

Need further information?

Contact your local Cairns Libraries branch,
or Contact Us on www.cairns.qld.gov.au/library