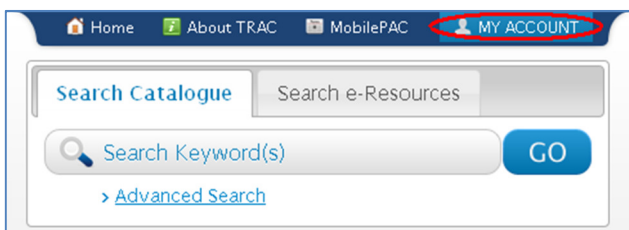


# How To: Place and View Holds

Use TRACpac to request books from all over the province! It's easy and convenient from the library, home, work, or anywhere with an internet connection!

## To place a hold:

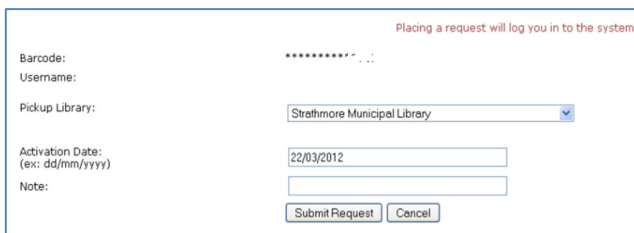
- Navigate to [www.tracpac.ab.ca](http://www.tracpac.ab.ca)
- Click on **My Account** in the top right corner of the screen. Enter your barcode and your password (**last 4 digits of your phone number**). Click **Log in**.



- Search for your desired title, and select it (See the Using the Library Catalogue handout).
- Click on **Place Request**.



- Select a **Pickup Library** and click **Submit Request**.



- If there are other holds on the title, you will be notified. Click **Continue** to place the request.
- Your request will be confirmed. You may then **Return to search results, Go to your list of hold requests, or Log out**.

## View your holds:

- Make sure you are logged in to your account.
- Select **My Account**.
- Select **Requests**.
- A list of all of the items that you have on hold will be displayed.
- The status of each hold is displayed:
  - **Active:** your request has been placed.
  - **Inactive:** your hold has been suspended.
  - **Pending:** your request is waiting to be filled.
  - **Shipped:** your item is on its way!
  - **Held:** your item is being held at the pickup library specified by you.
  - **Cancelled:** the request has been cancelled by you or by library staff.
- The **Pickup Library** is indicated, and your **Hold Position** is also displayed.

### Requests

<input type="checkbox"/>	i	Format	Title	Pickup Library	Status	Hold Position
<input type="checkbox"/>	i	Book	<a href="#">The boy in the snow : an Edie Kiglatuk mystery</a> by McGrath, M. J., 1964-	Strathmore Municipal Library	Active (since 28/11/2012)	5 of 5
<input type="checkbox"/>	i	Book	<a href="#">Beneath the abbey wall : a novel</a> by Scott, A. D.	Strathmore Municipal Library	Active (since 28/11/2012)	5 of 5

Cancel Selected   Cancel All   Suspend/Reactivate Selected   Suspend/Reactivate All

**\*NOTE\*** Use your **Hold Position** to estimate when your items may be coming in. If you are 1<sup>st</sup> in line, the item will be here soon! If you are 281<sup>st</sup>, it might be a while. Manage your holds accordingly (see reverse side for instructions)!

## Pick up your items!

- When your hold is ready to be picked up at your local library, you will receive a notification in the form of a phone call, text message, or e-mail.
- Your preferred notification option can be set or changed by library staff.
- Your item will be held for **10 business days**.