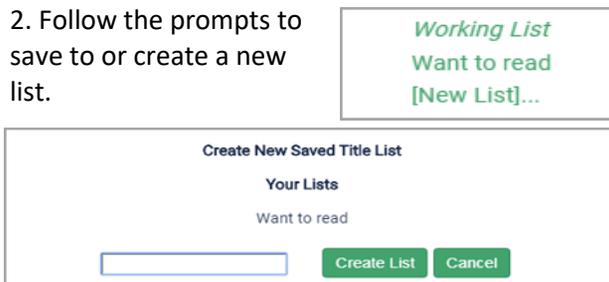


## Found a book, but want to request it later?

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.



TRAC is a partnership of Marigold Library System, Northern Lights Library System, Peace Library System and Yellowhead Regional Library and their member libraries.

January 2021

## 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](http://www.tracpac.ab.ca)



# Place a Hold

Log on to [www.tracpac.ab.ca](http://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.



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

5. Select **Pickup Library**.



Barcode: \*\*\*\*\*6019  
Username: Katherine  
Pickup Library:

Always use this pick-up location (you can change it at any time)?

Activation Date:   
(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
<input type="checkbox"/>		I am Superman by Teitelbaum, Michael	Pending (as of 13/05/2018)	Grande Prairie Public Library	1 of 1
<input type="checkbox"/>		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.