Guide to Library PIN System Internet

The PIN System will allow you to:

- ➢ Access your library account on the Internet
- ➢ View what you have checked out and when the items are due
- ➢ Renew items
- ➢ Place hold requests
- ➢ Update your street or email address
- ➢ Review responses to your requests

CAUTION: If you place requests on the PIN system and have a valid e-mail address, you will be notified via email when the item is ready for pick up. There will be no other notification.

WHAT WILL YOU NEED?

1. You must have a valid library card.

2. You will need to assign yourself a 4-digit PIN number by writing the number you choose in the space provided below. Bring this information to the circulation desk, along with your library card, and an assistant will enter the information in your account. **PIN numbers cannot be added or changed over the telephone.**

3. You may change your own PIN number online; however, you will need to sign in first on your old PIN number. Go to **My Account** then click on **User Pin Change**. Verify your User ID (Library Card number) and your old PIN number. Then enter the new PIN number and verify. Click on **Change PIN**. You will then receive a message that your PIN has been changed. Click OK.

If you forget your PIN number, you will need to come to the library to obtain a new PIN number of your choice. We will not give PIN numbers over the telephone.

PIN NUMBER: _____

UPDATING ADDRESSES: Email, PO Box, Home, or Phone Number

1. If not already logged in, go to www.SierraVistaAz.gov/svlibrary. The Sierra Vista Library web page displays. Scroll down to **Services** in the center section. Click on **Catalog**.

2. Enter your user ID and PIN number in the space located under the Power Search Bar. Click on Login to the e-library OPAC.

3. Once logged in, click on **My Account** on the tool bar. Then click on **Change My Address**.

4. Update the appropriate category.

5. Click **Send** to submit your request.

REVIEWING RESPONSES TO REQUESTS

If you have submitted a Change of Address request, confirmation of that change will be posted in the **Requests/Library Messages** area at the bottom of the **Review My Account** option.

CAUTION: Logging into the catalog on the first search screen will allow unlimited access to holds requests, reviewing the account, changing address, etc. *If* you log in directly to My Account, Place Hold, or any other feature, you will be limited to one action.

EXPLORING OTHER FEATURES

- ➢ **Kept List** allows you to keep track of items you have looked up for future reference or requests. Click on **Keep** in the Search List. If you then click on **Kept** on the tool bar, you will see a list of the items you have kept. Note that you can print or e-mail this list.

- ➢ **Find-it-Fast** is a subject catalog using pictures for frequently used subjects. The Search List consists of adult and juvenile books.

- ➢ **Kid's Library** is a children's catalog using pictures. The Search List consist only of juvenile titles.

- ➢ **Knowledge Portal** links you to other bibliographical sites including reference works.

REVIEWING YOUR ACCOUNT

1. Go to www.SierraVistaAz.gov/svlibrary. The Sierra Vista Library web page displays. Scroll down to **Services** in the center section. Click on **Catalog**.

2. Enter your user ID and PIN number in the space located under the Power Search Bar. Click on Login to the e-library OPAC.

3. You will see a list of items checked out with due dates. If any items are overdue, you will see the fines you owe as of the date you are reviewing your account.

4. Scroll down to see the status of your hold requests. If a request is in it will say **Available.** You can cancel any hold by clicking in the box next to the title. This will put a "check mark" in the box. To undo a check, click in the box again. Then click on **Cancel Selected Holds**.

5. If you are on a shared computer be sure to **Logout** (located on the lighter blue tool bar) at the end of your session.

RENEWING MATERIALS

Click on **My Account** on the tool bar. Then click on **Renew My Materials.**

1. You have the choice of clicking on **Renew Selected Items** or **Renew All.**

2. If you wish to renew selected items, click in the boxes next to the titles you wish to renew. Scroll to the bottom of the list and click on **Renew Selected Items.**

3. If you wish to renew all items, click on the **Renew All** radio button at the top of the list then click on **Renew Selected** at the bottom of the list.

4. If any items fail to renew, you will receive a message on the screen indicating the item and the reason for non-renewal.

CAUTION: Your renewal may not be successful for the following reasons:

- ➢ *You have already renewed the item once.*
- ➢ *Another patron may have a request for the item.*
- ➢ *The item you want to renew is overdue.*
- ➢ *Your account is delinquent for some reason.*
- ➢ *Your library card has expired and needs to be updated.*

If you have questions, please ask at the Circulation Desk, the Reference Desk, or call the library at (520) 458-4225 for more information.

PLACING HOLDS

1. Go to www.SierraVistaAz.gov/svlibrary. The Sierra Vista Library web page displays. Scroll down to **Services** in the center section. Click on **Catalog**.

2. Enter your user ID and PIN number in the space located under the Power Search Bar. Click on Login to the e-library OPAC. If you are already logged in, click on **Search/Home** on the tool bar to display the Search box.

3. Enter your search words in the first box. Tab to the next box. You may search the catalog by Words or Phrase, Title, Author, or Subject from the drop-down menu. Click on **Search**.

4. Look at the titles on the results list. Click on **Details** of the chosen item for more information.
   Caution: Some titles are large print, audio, video, etc. Check carefully to make sure you request the format you want.

5. To place a **Hold** on the item, click on **Place Hold** located in the list to the left of the detailed record.

6. A message displays "**Place Hold, Pickup at Sierra Vista Library**". Click on **Place Hold** under this message. A new message will display indicating whether the hold was successful or not.

7. Click on **OK**, then **Go Back** on the tool bar to bring you back to the Search List. **Caution: Some items have more than one part or volume. This information is displayed on the screen as Volume 1, Volume 2, etc. If you wish to request an item that has more than one volume, you will need to call the Sierra Vista Public Library at 458-4225 to request the specific volume or volumes.**

8. When the item is received at Sierra Vista, your account will show **Available for pickup at Sierra Vista Library.**

Items are held on the reserve shelf for 10 days after the date received.