This is a tutorial from the librarians at Lone Star College – North Harris. The purpose of this tutorial is to teach users how to order an item from another library.

Occasionally, you may find that a book, video, or other circulating library material is not in the library that you most commonly use. You can arrange for that item to be sent from its home library to yours. Here’s how:

Pull up the catalog record for the item that you want to order. Next, click on “Request first available copy of this item.”

The catalog will ask you to type in the number beneath the barcode on the back of your student, staff, or faculty ID. Do so.

Next, type in your personal identification number, or PIN. If you’re a Lone Star College student, this will be the last four digits of the phone number which you gave the college when you first registered for classes.

If this number doesn’t work, or you don’t remember your PIN, call the circulation desk at the library and ask for your PIN.

Once you have your PIN, type it in and click on Login.

The catalog will then tell you your place in the queue to request that item. In our case, there is no other active request for this book.

The catalog presents you with a pull-down menu of each library branch in our consortium. Select the library at which you would like to pick up the item.

Now click on request.

You now can either return to searching the catalog while logged in, or log out and return to the catalog. You will receive a phone call from the library when your item as arrived.