

Horizon Requests and Interlibrary Loan Within the System

Requesting Items For Your Patrons

If you can find a title on Horizon that is owned by one of the currently automated libraries, request it using the Horizon request system. To do this, do the following:

1. Find the title (f2). Show detail, show copies, other locations – verify that another automated library has it. You can request items that are checked out, being held, in transit or available, but usually not items that are listed as owned.
2. From the menu bar, choose Request – Make Request. Identify the correct borrower.
3. Make sure the pickup location is right, change if necessary. Note the “this copy only” box and make sure it is not checked unless you want a specific volume or item.
4. Click on Request. Click on OK.
5. If you make a mistake, or the patron changes his or her mind, you can call up the title and choose Request – View Request List. You can delete requests here. Don’t delete requests for other libraries’ patrons! You can also call up the patron into the CKO window and choose Borrower – Requests.
6. When you receive a delivery and some books come with slips, check them in on Horizon and they will tell you what patron they are for. They have a status of “Being Held” until you check them out to the patron. You should notify your patron that the item is waiting for them. If they don’t come in within 7 days, the Hold will expire and you should check the item in again so it can transit back to its home library.
7. If you try to check an item on hold out to a different patron, the system will ask you if you really want to do that, but will allow you to. If you do, the original requester’s request will remain.

How Patrons Request Their Own Items

These are the instructions we made for Bookmobile patrons. Feel free to modify them for a handout to your patrons.

Using the Online Catalog

To search the bookmobile and other libraries for books, videos and audio books go to www.cefls.org and click on "Find Books." Next, we recommend that you choose "Search All Libraries" to have the widest selection. In the search box window, type the name of the author, the title or the subject you are seeking. If one of our local libraries owns the book, the catalog will indicate the status of the book. If no libraries are listed, the item may be new and not completely cataloged yet.

Placing a Request

Many of the books in our catalog can be requested by clicking on the request button to the right of the title. Enter your 14-digit barcode number from your library card and your PIN number (usually the last 4 digits of your phone number). Confirm the request by clicking "Request" at the bottom of the window. We will try to have the book ready for you on the next bookmobile run.

Your Account

On the library catalog page, click the tab, "my account." Enter your 14-digit barcode number from your library card and your PIN number. This brings you to your account page. You can find what books you have out and what books have been requested by you.

Renewing a Book

Click on "Items out." Check those to be renewed. Click on "renew."

Here's what Plattsburgh Public Library has on their website:

Using the Library Catalog

To search our library and other libraries for books, videos and audio books: click the [View our On-line Catalog](#) above. In the search box window type the name of the author, the title or the subject you are seeking. If our library owns the book, it will indicate the status of the book; "checked out" and "due date" tells you when it may be available. "In transit" means it is on the way to another library. "Checked in" indicates it is on the shelves. Once you have made your selection by clicking on the title more information will be found.

In addition, there will be subject headings in the entry, and on the left side bar that lets you surf for more information. If the book is not in our library, there is a button bar below the entry that takes you to other libraries to continue the search.

Placing a Request

Once you have found the book, you may place a request for the book. Click on the

request bar. Enter your 14-digit barcode number from your library card. Confirm the request. We will call you to let you know when the book is delivered to the Plattsburgh Public Library.

Your Account

On the library catalog page, click the tab, "my account." Enter your 14-digit barcode number from your library card. This brings you to your account page. You can find what books you have out and what books have been requested by you.

Renewing a Book

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Using ICICILL: How to circulate ILL's received through ICICILL and how to fill ICICILL requests

Receiving ICICILL Requests

1. Follow your normal ICICILL procedures.
2. In Horizon, create a fast-add in Circulation. You may want to wait until the patron is present to give them a longer loan period. Use ILLFAB as the collection and ill as the item type. Enter a title, but you don't need a call number. You can use a barcode on a card that can be reused. This process will make a bib and item that will be deleted on checkin, and the ill item type will give you statistics.
3. If you want to do this process ahead of time so that the item is ready for the patron to pick up and doesn't need to be checked out, you can edit the item after checking it in to give it a longer loan (or shorter, if the loaning library has a short loan to you.)
4. When you check in the item, a message will appear telling you that a Fast Add is being checked in and the Bib and Item will be deleted. Then you can go through the normal process to return the ICICILL item.

Loaning to Other Libraries in Response to ICICILL Requests

1. When you are ready to send out an ICICILL-requested book, you just need to do your normal ICICILL procedure, then check it out on Horizon as you would any book.
2. You will need to add the library you're loaning to as a patron of your library, if it isn't already there.
3. You can copy the library's information from another patron record in the system and change the btype and barcode, or type it in. Use your ill patron type: example "poil", "lkil", "tiil" depending on your library. ILL patron types are normally set up with longer loan periods and no fines. You can ask to have these settings changed if you want.
4. When the book comes back, check it in on Horizon as you normally would, then follow your ICICILL procedure.
5. By circulating your outgoing ILL's this way you will have statistics and overdue notices.

Two ways a hold gets triggered on Horizon:

1. You check in a book or other item. The screen displays a message telling you the item has been requested. If the request was for a patron at your library, you put the item on your hold shelf and notify the patron. If the request was for another library's patron, you put a green slip in the book noting the library it should be sent to and save it for your next delivery.
2. You check the Pull List. The pull list lists items that are on your shelves that have been requested. It is a shared list, and if you don't fill a request another library might, but you must change the status to 'missing' or the item type to a protected one such as 'f14d'. The automated libraries should normally check their pull list every day. You can check it more often.