

CEFLS Horizon Procedures Step By Step – Placing Requests

Request items for your patrons (replacing the paper list of people waiting for popular items) using the following procedure.

Method 1 (Finding the patron first):

1. Log in to Horizon, if you have not already.
2. For this method, make sure you have the CKO window open with the patron who is requesting the item in it.
3. Find the book or other item you want to request, using f2 and title browse.
4. Make sure you distinguish between audiobooks (CD or cassette), large print and regular format, VHS and DVD. Use the Show Detail button if you are unsure.
5. From either the detail, or the all titles list, you can place a request by going to the Request menu at the top of the screen. Click Request, then click Make Request.
6. A form appears. All you need to do at this point is click “Place Request.”
7. If the item cannot be requested, it could be that there are no requestable items. Check the record to see if you can tell why. If not, call CEFLS Automation Department to investigate. If there are no appropriate items to fill the request, you could then try DueNorth.

Method 2 (Finding the book first):

1. Log in to Horizon, if you have not already.
2. Find the book or other item you want to request, using f2 and title browse.
3. Make sure you distinguish between audiobooks (CD or cassette), large print and regular format, VHS and DVD. Use the Show Detail button if you are unsure.
4. From either the detail, or the all titles list, you can place a request by going to the Request menu at the top of the screen. Click Request, then click Make Request.
5. A patron search window appears. Find the borrower by last name and click OK.
6. A form appears. All you need to do at this point is click “Place Request.”
7. If the item cannot be requested, it could be that there are no requestable items. Check the record to see if you can tell why. If not, call CEFLS Automation Department to investigate. If there are no appropriate items to fill the request, you could then try DueNorth.