

Horizon Requests – for Staff

Requesting Items For Your Patrons

If you can find a title on Horizon that is owned by one of the CEFLS System 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 titles with items that are checked in, checked out, being held, or in transit, but not titles where the only items are listed as non-circulating, lost, missing, or trace. Most libraries also restrict the new titles to local patron requests only.
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 search the title and choose (from the top menu) 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 (from the top menu) Borrower – Requests.
6. When you receive a delivery and some books come with slips, check them in with Horizon and they will tell you what patron they are for. They have a status of “Being Held (h)” 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

Using the Online Catalog

To search the libraries in our region for books, videos and audio books go to www.cefls.org and click on "Search Our Catalog." 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

Click on the "Place Request" button to the right of something you would like to request.

If you are not already logged in when you try to place a request, the system will prompt you to log in. You will need your library barcode and PIN. If you don't know these, contact your library.

A window will appear for you to specify the library where you want to pick up the item when it arrives. Once you have selected the pickup library, click Place Request. The system will tell you if the request was successfully placed or not.

Reasons that a request might not be successful include if an item is very new and your home library doesn't own a copy, or if an item is non-circulating, such as local history materials. Ask a library staff person if you are unsure about why your request cannot be placed.

Once you have placed a request on an item, you will be able to see it in My Account under the Requests tab. Most requests are filled within two weeks via our delivery system. If a request is taking a long time to fill, be sure to talk to the library staff. They can troubleshoot the request and possibly get the item for you from outside our area on interlibrary loan.

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. You can also suspend or cancel requests and renew items there.

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.