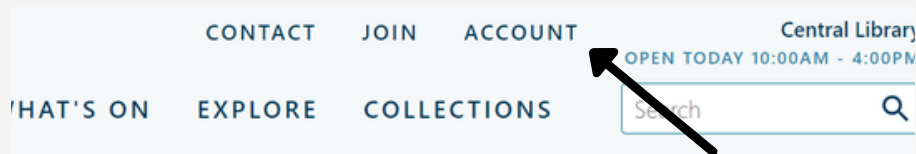




# How to place a hold

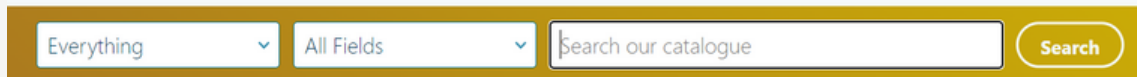
You can place holds on library items (books, CDs, DVDs...) from our website: [www.citylibrary.pncc.govt.nz](http://www.citylibrary.pncc.govt.nz)

Log into your account by selecting *Account* at the top of the page. You will need to enter your library card and PIN number.

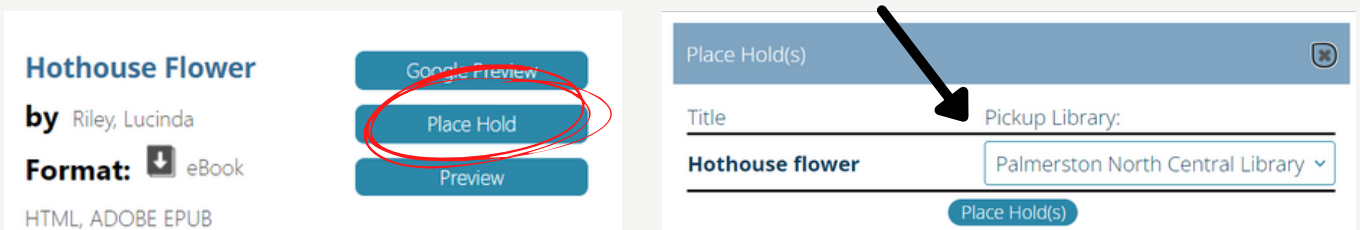


If you can't remember your PIN, don't worry 😊 – contact us and we can help you out.

You can now search the catalogue.



Once you find the items you want you can select *Place Hold*. From here you can select the location you wish to pick it up, including the *Central Click and Collect* option.



And now, just sit back and wait for us to notify you via text, email or phone call to let you know your item is ready for you to pick up.

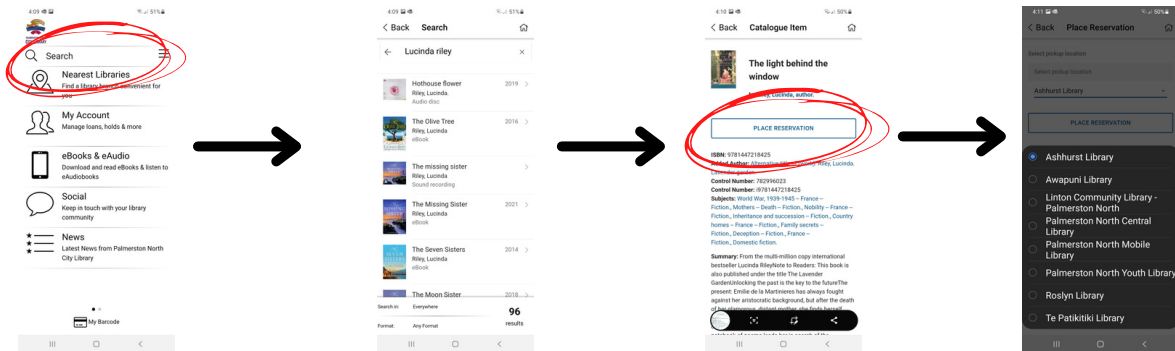




# Placing a hold - using the app

Open the Palmerston North City Library App

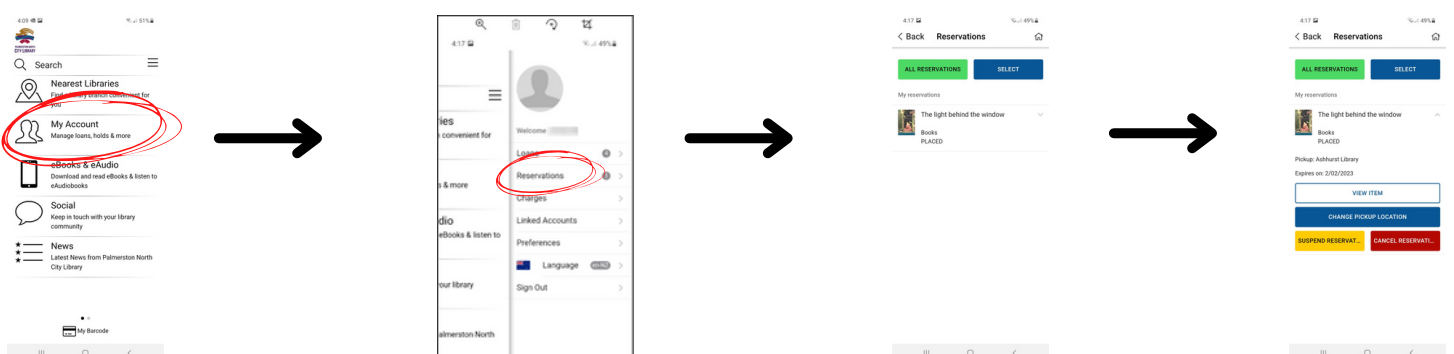
Look for items using the 'search' option at the top of the page. It will find all items related to that search including eBooks.



Once you have chosen an item you can place a hold on it by selecting 'place reservation'. You can choose where to pick it up, including the '*Central Click and Collect*'.

You will be notified by email, text or phone call once your hold is ready for pick up.

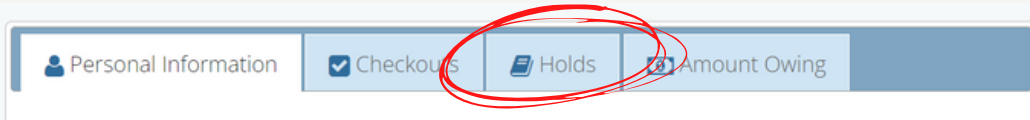
You can modify your holds too. You can find your list of holds in '*my account*', select the '*reservations*' option and you will see your list of holds. Select the items you want to modify. You can change the location for pick up, suspend your hold (handy if you are going away!) or cancel your hold. Please note, you can't change the location if your hold is already waiting for you, but contact the Library and we can help you out.





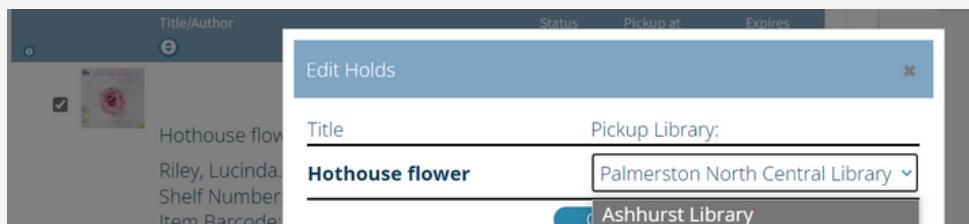
# How to edit a hold

If you have changed your mind, want to change pick up location, or suspend your hold you can do this by going into the *Hold*s tab in your account on our website.



Tick the box next to the item you want to make a change.

Select *Edit Pickup Location* if you want to pick it up somewhere else. From the drop-down menu select where you would like to pick up your item from. Note, you can't change the location if the item is already waiting for you.



If you want to cancel your hold, you can select *Cancel Hold*.

Going on holiday? You don't have to miss out on your hold, as you can select the *Suspend Hold* option and choose the date you will be back.

