

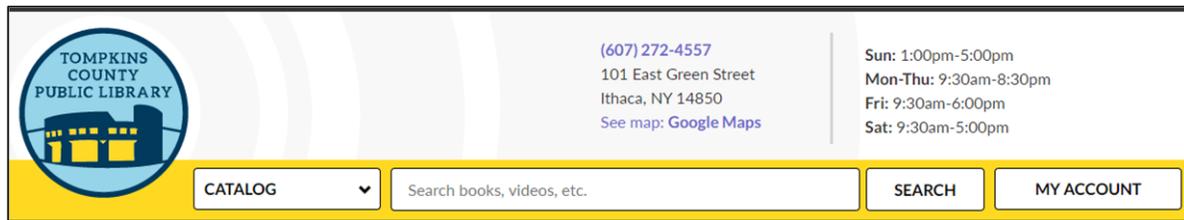


How to Place Holds/Request Items During Curbside and In-Lobby Pickup

For more information: visit <https://www.tcpl.org/curbside-lobby-hold-pickup>.

Inter-Library Loan is currently suspended. You must place items on hold at the library where they are owned. You are limited to 10 hold requests at one time.

1. Access TCPL's PowerPAC Catalog by visiting <https://www.tcpl.org/>. Click on **Search** or you can login to your account by clicking on **My Account**. You will need to enter your card number or user name and pin. Your PIN number is typically the last four numbers of your phone number, unless you have changed it.



2. At the top of the screen, you will see **Select Your Library**. This will open a drop down menu with all 33 member libraries, click on **Ithaca-Tompkins County Public Library**.



3. You can now search by title, author, keyword, subject and series. There are also suggestions for popular titles along the left hand side (or at the bottom of the screen on a phone). If you have a specific title in mind, type it into the search field. You may also enter a subject like “crochet” or your favorite author. When entering an author’s name, remember to type last name, first name. On a phone, click the small magnifying glass image on the top right of the screen to unveil the search boxes.

Keyword search: 

Search by: Using: 1 selected catalog(s)

Limit by: [Not finding what you want? Expand search to libraries outside the Finger Lakes Library System.](#)

[More Search Limits](#)

[Need help searching? Click here for tips and instructions](#)

4. The search results will show titles only available at your local library. Look at local availability to see whether an item is available. For example, this title says 1 (of 1) which means that the library owns the item and it is available. To see more information about an item, click on **Full Display**. Otherwise, click on **Place Hold Request**.

1. **Firefly Lane**
by Hannah, Kristin.

... *Firefly Lane* / Kristin Hannah. ...

Publisher, Date: New York : St. Martin's Griffin, 2009, c2008.

Description: 513 p. ; 21 cm.
Edition: 1st St. Martin's Griffin ed.

Local Availability: 1 (of 1)
System Availability: 3 (of 3)
Current Holds: 0

2009
★★★★★ (14871)
Lexile: 730

[CALL # & AVAILABILITY](#)
[FULL DISPLAY](#)
[PLACE HOLD REQUEST](#)
[Add to My List](#)

5. You will be presented with the login screen. Enter your library card number/username and your PIN, which by default is the last 4 digits of your primary phone number. Click on **Log In**.

Please enter your Username or Patron Barcode Number(include the D, no spaces, 11 characters).
Password default (unless changed by user) is the last 4 digits of your registered phone number.

Placing a request will log you in to the system. Don't forget to log out.

Barcode or Username:
Create Username

Password (see above for default):
Forgot your password?

6. Your pickup library will already be selected. Please note that you can place a hold on another library's item if you are willing to travel to that library to pick it up. Either way, make sure the item location and Pickup Library match. Click on **Submit Request**.

Placing a request will log you in to the system. Don't forget to log out.

Barcode Number(11 characters): *****3956

Pickup Library:

Activation Date: (ex: mm/dd/yy)

7. Please do not go directly to your library, your library will contact you to let you know when your items are ready to be picked up. You may now return to your search results or go to your list of hold requests. You can also click on **Search > Keyword** in the menu to look for another item.

Your request has been placed. You will be notified when the item is available for pick-up

0 New messages
0 Read messages

Contact Information and Preferences

1300 Dryden Rd,***FLLS***
ITHACA, NY 14850
County: TOMPKINS
USA

Email address:
Alt. E-mail Address:
Phone number: 607-273-4074

Update your contact information

Return to search results Go to your list of hold requests

Log Out

8. Remember to log out of your account if you are using a shared computer. Click on **Log Out** in the top right corner.



Questions?

If you need assistance placing a hold call TCPL at 607-272-4556 or email us at askalibrarian@tcpl.org Check out our video "[Placing Holds during Curbside/Lobby Pickup – YouTube](#)" for step by step instructions.