

Requesting & Managing Reserves/Holds at LFPL.org:

At the Louisville Free Public Library, we understand you may need materials that are not located at your neighborhood branch location. You can place a request for materials to be held for you at your library location of choice. There is no limit on the number of requests you can make and you can manage your active reserves to better control when they arrive for you. All you need is your library card number or user name and password.

How to request a title

1. Navigate the search results list in the catalog to find the title you want.
2. Click "Place Request". The log-in form appears unless you are already logged in.
3. Type your barcode number (library account number) or user name and password in the appropriate boxes, and click "Log In". The request form will appear.
4. From the Pickup Library list, select the name of the library where you want to pick up the requested item.
5. If you want to activate your request at a future time, type the date in the Activation Date box. Doing this is particularly helpful if you have many items on request and you want to allow enough time with each item. Also, if you know you'll be out of town or unable to make it to the library during a certain time period, having an activation date in the future ensures you won't lose your requested item.
If you want your request to be active immediately, leave today's date in the Activation Date box.
6. Click "Submit Request." If other patrons have requested the same title, a message will display that tells you how many requests have been placed before yours. You can choose to continue or cancel the request. If you click "Continue", a message informs you that your request has been placed. The confirmation message displays your contact information; you can review and update it if necessary. If your request cannot be placed for some reason, such as the requested material does not circulate, a message will appear indicating this.
7. Click "Return" to search results to display your search results again, click "Go" to list of hold requests to see your current list of requests, or click "Log Out" if you have finished working with your hold request and do not plan to do anything else that involves your patron account.
8. Be sure to click "Log Out" before you leave the computer if it is a shared computer.

How to request a specific item

If you need to request a specific volume or issue of a title you can do that as well.

1. Navigate the search results list to the title you want.
2. Click the "Where is It?" button for the title in the search results list.
3. Select the request icon  next to the item you want to request. Note: If you cannot request a specific item, the request icon is not displayed for that item.
4. Log into your account if you haven't already.

5. From the "Pickup Library" list, select the name of the library where you want to pick up the requested item.
6. If you want to activate your request at a future time, type the date in the Activation Date box. If you want your request to be active immediately, leave today's date in the Activation Date box.
7. Click "Submit Request". A message asks you to confirm that you want this specific copy. If you do, click "This item only". If you decide that any copy is acceptable, click "First available Copy".
8. If other requests are active for the same item, the library may display a message that tells you how many requests have been placed before yours. You can choose to continue or cancel the request. If you click "Continue", a message informs you that your request has been placed.
9. If the confirmation message displays your contact information, you can review and update it if necessary by clicking the update link. Note: A message will appear if your request cannot be placed for any reason.
10. Click "Return To Search Results" to display your search results again, click "Go" to display a list of your current holds/requests, or click "Log Out" if you have finished working with your hold request and do not plan to do anything else that involves your patron account.

Managing Active Requests on your account

It is possible to suspend your requests in order to manage them. For example, you may want to suspend your requests if you know you are going out of town, unable to visit the library or if you just want to space out when your reserves arrive. When you suspend a request, you do not lose your place in the queue. As soon as you re-activate the request you will step right back in line based on the date you originally placed the reserve. It is easy to do.

1. Log into your account by going to www.lfpl.org and clicking on "My Account" on the left hand side.
2. Click on the "Requests" tab at the top of your account page.
3. A list of all your requests will appear. Select the items you would like to suspend by clicking the box to the left of the item.
4. Once you've selected all the items you'd like to suspend then click on the "Suspend/Reactivate Selected" button at the bottom. Notice if you want to suspend all of your requests simply click the "Suspend/Reactivate All" You cannot suspend any request already in the "shipped" or "held" status. Those items are already in process to be held for you.
5. When you choose to suspend a request it will prompt you for the date you'd like your request to reactivate. Your request will automatically reactivate on that date or you can manually go back into your account and reactivate them by selecting the title and again clicking the "Suspend/Reactivate Selected" button.
6. Note: Any item you have suspended will show the status of "Inactive" but the item will automatically become "Active" when the activation date is reached.