



Managing Holds in the Old Catalogue

virl.bibliocommons.com

THE BASICS

You will need:

- Active Vancouver Island Regional Library membership
- Internet access
- Smartphone, tablet or computer

In October 2015, Vancouver Island Regional Library launched a New Catalogue. Some customers expressed a desire to continue using the Old Catalogue (Bibliocommons) and we listened to that feedback. Customers now have the choice of using either catalogue.

If you would like to continue using the Old Catalogue, you can access it at virl.bibliocommons.com. With the relaunch of the Old Catalogue, managing holds works a little differently than it did originally.

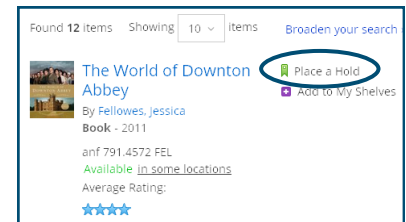
Placing Holds in the Old Catalogue

1. Search for an Item

Go to virl.bibliocommons.com and search for the item you wish to place on hold.

2. Place Your Hold

Click on the “Place a Hold” button.



3. Login

If you are not logged in, you’ll be prompted to do so.

4. Choose Your Pickup Location

Choose the branch you would like to pick the item up from and click “Confirm”.

Cancelling A Hold in the Old Catalogue

Click on “My VIRL” (in the horizontal menu bar near the top of the screen). Login to your account if prompted to do so.

1. My Borrowing Menu

From the “My Borrowing” menu, click on the “On Hold” tab.

2. Cancel Your Hold

Scroll down until you find the hold you want to cancel and click “Cancel.”



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3. Confirm Your Cancellation

Confirm your cancellation by clicking on “Yes, cancel hold”.

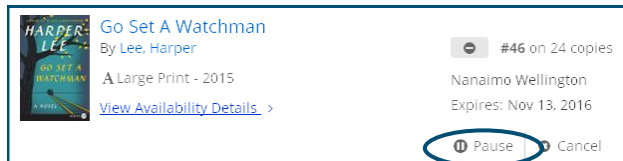
Pausing (Suspending) Holds in the Old Catalogue

Pausing a hold means that your place in line is skipped until the day that you choose to “resume” your hold. To pause a hold:

1. Find the Item to Pause

Go to your holds list and scroll down until you find the item you wish to pause.

2. Click “Pause”



3. Receive Confirmation

You should see a “Successfully paused hold” message appear. If you don’t, please read the Tips & Tricks column on this page.

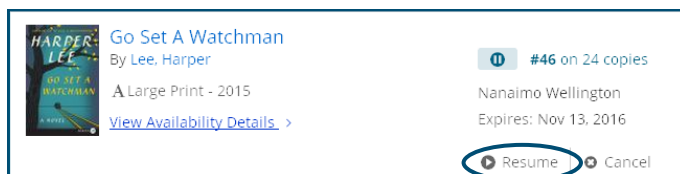
Resuming (Unsuspending) Holds in the Old Catalogue

When you are ready to resume your hold:

1. Find the Item to Resume

Go to your holds list and scroll down until you find the item you wish to resume.

2. Click “Resume”



3. Receive Confirmation

A “Successfully resumed hold” message will appear.

TIPS & TRICKS

When you attempt to pause a hold, you may receive a “suspension request failed” message. This means that your hold cannot be suspended.

Holds cannot be suspended if any of the following conditions exist:

- Your hold is already on the hold shelf.
- Your hold is already on its way.
- There are copies of the item you wish to put on hold available and checked in at any branch.
- Your hold was placed more than 180 days ago.

