



My Account and Placing Holds

search.virl.bc.ca

THE BASICS

You will need:

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

Logging Into 'My Account'

You can log in to your library account using the **Login** link in the upper-right corner above the search box at virl.bc.ca or at search.virl.bc.ca.

Additionally, a login prompt will appear when you perform certain actions in the catalogue, such as requesting an item or writing a review.

Logging in requires a library barcode and a personal identification number (PIN) which you selected when you registered for your library card. The PIN is usually the last four digits of your phone number.

While you do not need to log in to just search the catalogue, when logged in you can:

- Request items
- Read articles
- Access your account — checked out items, holds, fines, etc.
- Contribute tags and reviews
- Save reading history and lists in My Book Cart

By accessing your account, you can perform the following functions:

- Modify your PIN and other information on the patron record
- View and renew checked-out items
- View, freeze, cancel items
- Edit or delete ratings and reviews
- Manage checked out eBooks
- View messages from the library
- View outstanding fees and fines

Edit account Edit pin

Checkouts (0)
My eBooks (0)
Holds (0)
Fines/Fees (\$0.00)
My Lists
My Reviews (0)
Messages
Reading History

fines
No overdues found

Modify Patron Information

Please enter new information and press Submit.

Address
6250 Hammond Bay Rd

Province
British Columbia

Postal
V9R 4R2

Email

- View, enable or disable patron reading history
- View, edit or delete saved lists

Editing Your Info

You can change your address and email through the **Edit account** button. Change your PIN with the **Edit PIN** button next to it.



phone: 1-877-415-8475
e-mail: ref@virl.bc.ca

Strong Libraries

Strong Communities

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Placing Holds

In the catalogue, you can request items from the brief view of the **search results list**, from the item's **detail page**, or from **My Book Cart**.

Delivery Method:

Pick up Mail

I would like to pick up this title from:

North Library

I have a deadline for this material.

Submit Cancel

I do not need this title after:

Submit Cancel

Choose the **Request it** button. If you are not logged in, you will be prompted to do so now. When you are logged in, the catalogue presents a request form. Specify your pickup location.

If you select the **I have a deadline for this material** checkbox, the catalogue prompts you to specify a "not needed after" date. This indicates the date after which you no longer will need the item, and the hold will cancel if the item hasn't arrived for you by then.

Choose **Submit**.

Cancelling Holds

From the **Holds** section in the **My Account** page, check the box in the **Cancel** column for every hold to cancel. Click the **Save Changes** button.

Changing the Pickup Location

From the **Holds** section in the **My Account** page, choose a new branch from the drop-down list in the **Pickup location** column, click the **Save Changes** button.

Freezing Holds

Freezing a hold means that your place in line is skipped until the day that you choose to "thaw" your hold. To freeze a hold: check the box in the **Freeze** column for the request, click the **Save Changes** button. You'll be asked to verify the freeze. Click **Yes**. If the hold is successfully frozen, you'll see a checked box in the **Freeze** column.

If your hold is already on the hold shelf or a copy is available and on its way, you cannot freeze it. In these conditions, you'll get the following error message: "This hold cannot be frozen."

TIP: MAKING A LIST

1. When you find a title you wish to add to a list, click the shopping cart icon next to it in the search results or the item's page to add it to your cart.
2. Click on **My Cart** (at the top right of the page). When you see the list of titles you want to add to your list, click the **Save to List** button. There will be an option to save the items to an existing list (in a dropdown menu) or to a new list.
3. Be sure to click the **Add** (or **Create**) button to finish the process.

