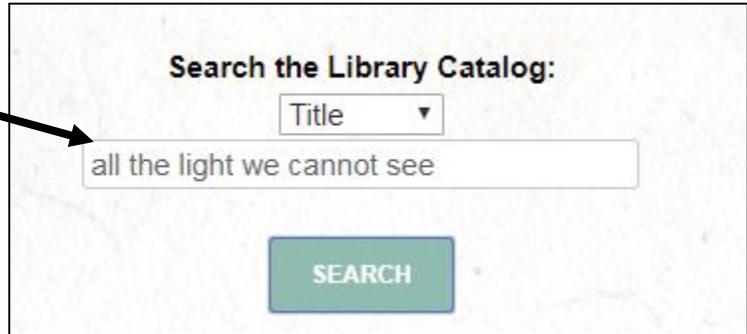


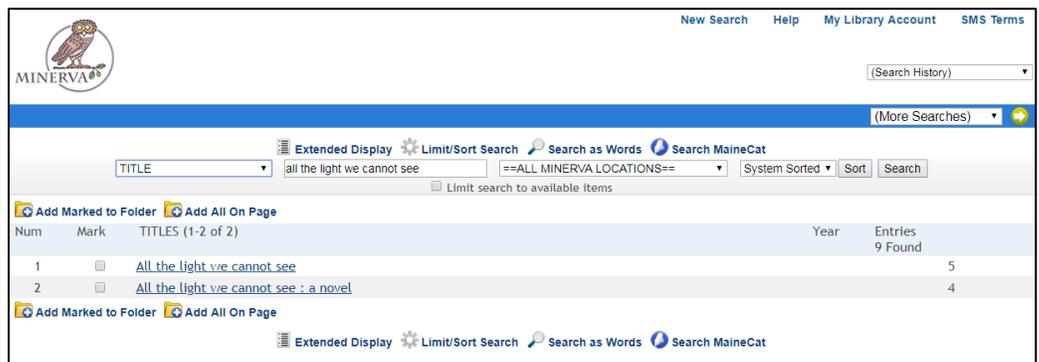
How to Reserve Books and Discs

York Public Library patrons may reserve our items or those from other **Minerva** or **MaineCat** libraries. These library systems contain nearly 100 libraries, including Portland Public Library, the University of Maine system, and Bates, Bowdoin, and Colby College libraries. **Several million items are available to request!**

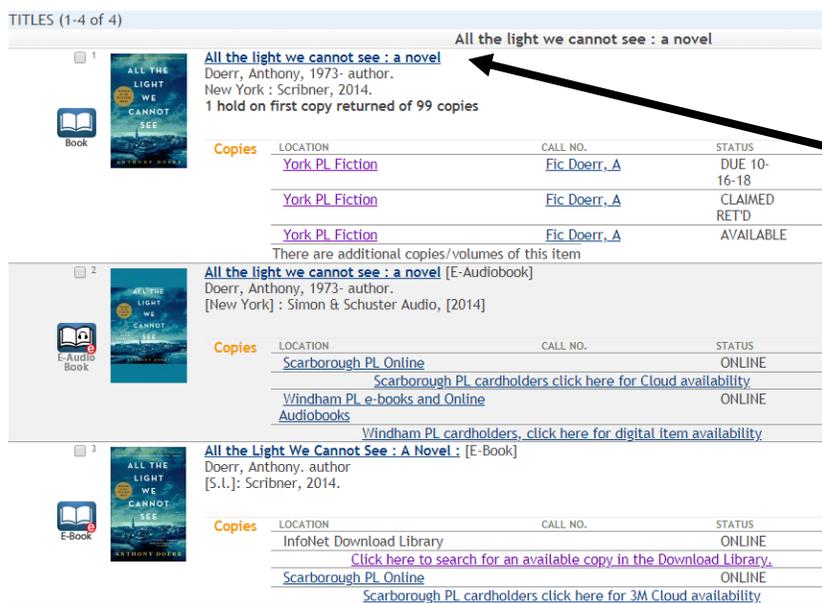
SEARCH the catalog (at www.york.lib.me.us) and find your item. You can search by **keyword**, **title**, or **author** (last name, first name). Select the correct search type in the drop-down box.



Clicking search from our library catalog will bring you to the Minerva catalog which will give you many more options to limit and refine your search. You can limit your search to items owned

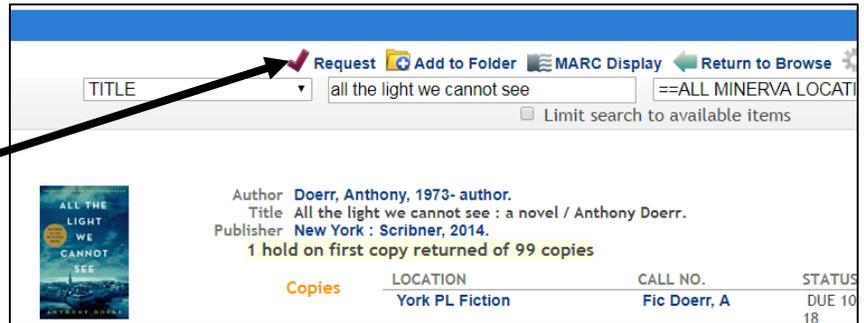


by York Public Library by selecting our library from the location drop-down list or select "All Minerva Locations", which will expand your search to the libraries in our consortium.

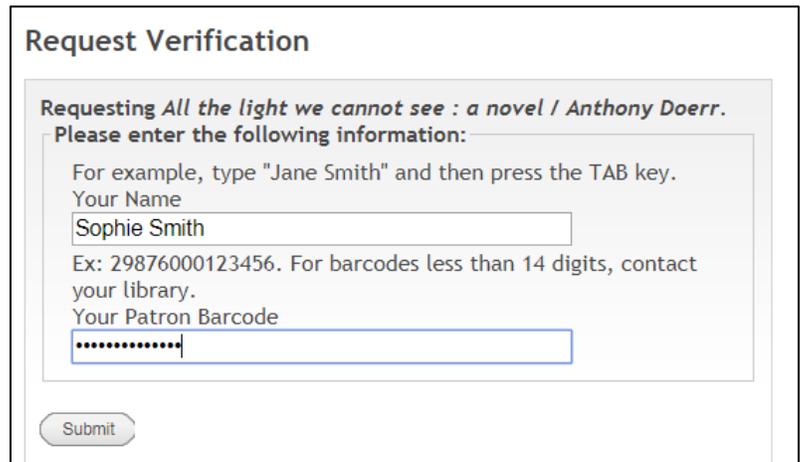


If you get a list of returns, be sure to click on the title corresponding to the one you want. **Hint:** Look at the **icons** to the left of the listed titles, and select the format that you want (book, large-print, CD, or DVD). Click on the title with the correct format. (**Note:** Don't click the little checkbox next to the title; click on the title itself).

REQUEST the item by clicking on  **Request** at the top left of the screen.



ENTER your name and **complete** library card number in the boxes on the next screen. Your 14 digit account number is on the back of your library card & keytag.



The 'Request Verification' form contains the following text and fields:

Requesting *All the light we cannot see : a novel / Anthony Doerr.*
Please enter the following information:

For example, type "Jane Smith" and then press the TAB key.
Your Name

Ex: 29876000123456. For barcodes less than 14 digits, contact your library.
Your Patron Barcode

CLICK the **Submit** button. We will call or email you when your item is available. If we don't have the title, but a copy is available at another library, it will arrive in a few days. If no items are currently available to fulfill your request, you will be notified once a copy becomes available.

Common Problems:

Minerva doesn't have my item either. Now what?

You may search **MaineCat** library holdings for it.

Click on  **Search MaineCat** and enter your search terms. When you have selected an item to request, you will be prompted to identify *your* library. Choose "York Public Library" from the drop-down list, and then enter your name and barcode number.

Important: Always search "All Minerva Locations" *first*, before checking MaineCat. Items that are available in Minerva are *not* always available in MaineCat, even though you may see them listed there. See Library staff with any questions; we'll be glad to help!

A message indicates that there's a problem with my record. See a Librarian!

A number of things can cause this message. You may have some overdue books or a fine. Your card may need updating. Give us a call or visit and we will get to the bottom of the problem.

I changed my mind. Can I cancel one of my reserves?

Yes. Click on the "**My Account/Renew**" link on the top banner of our homepage. Log-in with your name and library card number. Click on the link for requests/holds. You can see what you have on hold and cancel what you no longer want by clicking in the Cancel box next to the title. Select "Update Selected" at the bottom of the page.