



Title Level Patron Placed Holds: Taking Resource Sharing Via the OPAC a Step Beyond

Patron Placed Holds in the University
System of Maryland and Affiliated
Institutions' OPAC

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First, a little background
information ...



WHAT IS THE USMAI?

- **14 Member Colleges and Universities of the University System of Maryland**
- **2 State of Maryland subsidized institutions**
- **Combined holdings of approximately:**
 - **5,146,294 holding records**
 - **6,939,655 item records**
 - **2,899,261 bib records**



WHAT IS THE USMAI – cont.

- **Members range in size from:**
 - **28,800 FTE at the University of Maryland with 17 sublibraries**
 - **to 196 at the UM Center for Environmental Studies;**
 - **including two law libraries,**
 - **a medical and health services library,**
 - **and a variety of libraries supporting every level of study from undergraduate liberal arts programs to doctoral and post-graduate research**



USMAI MEMBERS

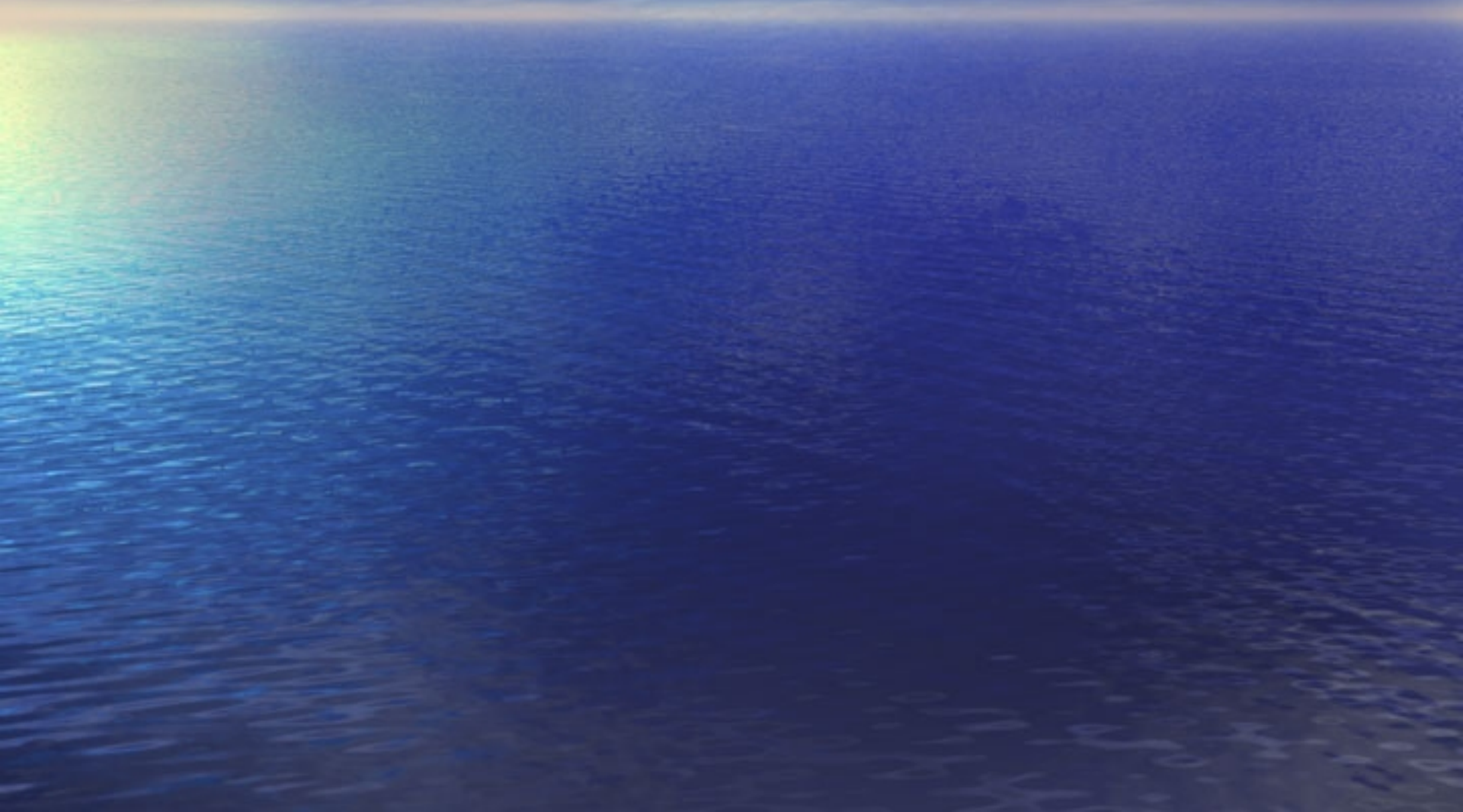
- Univ. of MD
28,829 FTE
- UM Univ. Col.
18,863 FTE
- Towson U
14,134 FTE
- UM at Balt. Cty.
9,456 FTE
- **APPROX. CURRENT FTE FOR USMAI =**
108,184
- Morgan St. U
5,985 FTE
- Bowie St. U 3,841 FTE
- UM Eastern Shore 3,441 FTE
- Coppin St. Col. 3,027 FTE
- Univ. of Balt.. 2,285 FTE
- St. Mary's Col. MD 1,836 FTE
- UM Law 980 FTE
- Univ. Balt. Law 908 FTE
- Ctr for Environ. Std. 196 FTE

WHERE IS THE USMAI?

11 campuses located in the Baltimore - Washington Area, but:



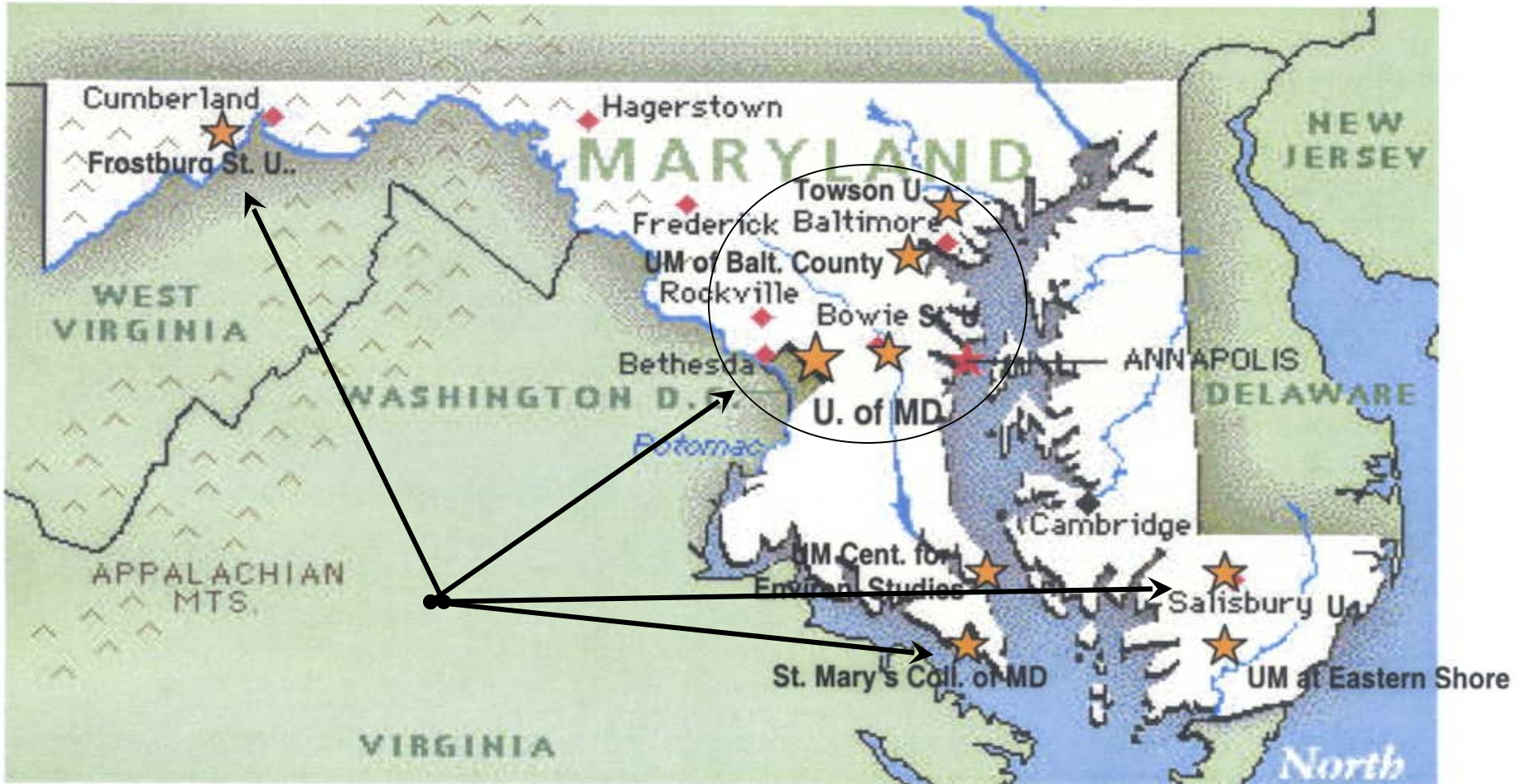
we extend from the coastlines
of the Eastern Shore



to the mountains of
Western Maryland



SO, HERE IS THE USMAI





THE USMAI – cont.

- **12 years of a shared Integrated Library System:**
 - **Holdings of 14 institutions migrated to Aleph 500, version 15.2.2 for a STP of January 6, 2003**
 - **Proud to announce the merge of our 15th member, St. Mary's College of Maryland with an STP of May 27, 2003**
 - **Plan to merge our 16th member, the University of Maryland at Baltimore's Health Science and Health Services Library in August 2003.**
 - **URL: <http://catalog.usmai>**
 - **New Web PAC:**



RESOURCE SHARING IN THE USMAI

- **11 years actively circulating holdings between campuses via:**
 - **Physical access to all holdings for any eligible USMAI faculty, staff and student**
 - **A sophisticated Patron Placed Holds function in the Web PAC**
 - **A shared patron file of over 600,000 unique patron records**



MORE RESOURCE SHARING IN THE USMAI

Each sublibrary has autonomy in most circulation policies

- **Diversity in loan and financial policies**
- **Tab 16 currently contains nearly 1500 lines of code**
- **251 Borrower Statuses & 80 Borrower Types**

RESOURCE SHARING IN THE USMAI

- cont.

- **Eligible users can charge, renew, return any eligible circulating item at any USMAI circulation desk.**
- **The circulation rules for the item-owning institution are always applied.**
- **All patron records and circulation activity (except financial data) can be reviewed at any circulation site.**
- **Patron records can be added or edited at any circulation site.**



SO, WHAT ARE PATRON PLACED HOLDS (OR PPH)?

- **PPH allows users to place their own hold requests in the OPAC:**
 - **PPH is used to place holds on charged items so the user will be notified when the item is returned.**
 - **In some ILS, PPH can also be used to recall an item from another user.**
 - **Often, the hold/recall function stops the item from being renewed by the current user.**
 - **If the library provides 'paging', holds can be placed on 'On Shelf' items to be retrieved by staff.**



MOST ILS HAVE A FORM OF PPH

- Will automatically validate the eligibility of the user.
- Will determine if the item requested is eligible or can be borrowed by the requester.
- Holds are often limited to items within the patron's home sub-library or campus, though some consortiums allow holds between libraries.
- If the library or consortium has more than one sub-library, a menu of pick-up sites may be provided where the user has been validated by the ILS as an eligible borrower.
- Holds are usually placed on specific items or copies in the catalog (i.e., **ITEM LEVEL HOLDS**)



ITEM LEVEL HOLDS & PPH

- The patron places the hold on a specific copy or item from a group of items attached to the same bib record.
- The requester must evaluate the availability of a particular item and select the copy believed to be most eligible (on shelf, circulates, in a preferred location, etc.)
- The user may not be aware that the item is not eligible (restricted loan policies, invalid borrower, etc.)
- Increases the possibility of an unsatisfied hold, the user having to repeat the process to find a

WHAT DOES THE ITEM LEVEL HOLD LOOK LIKE?

Address http://demo.exlibrisgroup.com:4575/F/9938VFARBYQCPPXBR55JG6E63I2453XACB18NQPFG15CJBBKUT-61123?func=item-global&doc_library=EXU01&doc_number=00000 Go Links >>

Basic Search | Advanced Search | Results List | Search History | Basket

Ex Libris University - Holdings

De Vries, Louis, 1885- German-English technical and engineering dictionary. -- New York : McGraw-Hill, 1950.

Location	Science Library General T9 D48
Summary Holdings	1text + suppl
Location	Uptown Branch Reference T9 D48

Click on the link ("request" or "photo") to make a hold request or photocopy request for an item.
Click on an underlined due date to view details about the person borrowing the item.

Select year Select volume Select sub-library Go

	Description	Item status	Due date	Due hour	Library	Collection	Call Number	No. of requests	Barcode	OPAC note	SFX
request photo expand	text	Regular Loan	On Shelf		Science Library	General	T9 D48		8379-10		
request photo expand		In Library Use	On Shelf		Uptown Branch	Reference	T9 D48		8379-30		
request photo expand	Suppl.	Regular Loan	On Shelf		Science Library	General	T9 D48		8379-20		

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LET'S SEE THAT AGAIN IN A REAL ONLINE CATALOG - UCSB

UCSB - Holdings - Microsoft Internet Explorer

Mitchell, Margaret, 1900-1949.
Gone with the wind.
New York, Macmillan, 1936.

Location: Main Library PS3525.I972 G6

Location: Main Library PS3525.I972 G6

Location: Main Library Special Collections PS3525.I972 G6 1936

Location: Main Library Special Collections PS3525.I972 G6 1936

Click on the link "expand" to view details about the item record.
Click on the link "request" to recall an item that is **currently checked out**, or to request an item that is either currently "In Process" or is being held in a closed collection.

Select Library

	Description	Item status	Due date	Library	Collection	Call Number	Requests	OPAC Note
request expand		Regular Loan	09/29/03	Main Library		PS3525.I972 G6		
request expand		Regular Loan	Not checked out	Main Library		PS3525.I972 G6		

THE USMAI MODEL:

PPH & TITLE LEVEL HOLDS

- The **TITLE LEVEL HOLD** concept means the user is requesting a title rather than a specific item.
- The requester doesn't need to select an eligible copy from a list of multiple campuses' holdings with varying item statuses or item processing statuses.
- The requester is informed immediately if the system can or cannot identify an eligible copy
- All decision-making is handled by the Aleph hold request function and **BALANCE** (an



WHAT IS BALANCE?

- **A process that runs externally to the Aleph hold function.**
- **Balance evaluates each copy of a title for eligibility the first time it is run after the hold is placed.**
- **Subsequent runs move the request along until the hold is satisfied, or**
 - **it is determined there are no available copies (i.e., ‘On Shelf’ item is really Missing), and**
 - **if possible, marks the copy on loan the longest for recall**



WHAT IS **BALANCE**? – cont.

- **Items attached to the requested title (bib record) are checked across the USMAI for:**
 - **Item eligibility for loaning (i.e., item status)**
 - **Availability (e.g., charged, billed as Lost, IPS, etc.)**
 - **Chargeability to that patron (e.g., restricted to ‘home’ borrowers only)**
 - **Paging rules**



MORE ABOUT BALANCE

- **Eligibility evaluation is based on several Aleph tables -
tab_hold_request, tab37**
- **Set Balance to run once a day or many times a day according to the needs of the library or consortium**
- **Makes PPH using Title Level Holds appear seamless to the user, requiring little or no staff intervention**



**and now, our feature live
presentation ...**



Full bib record from catalogusmai showing locations of title

USMAI - Full View of Record - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://catalog.umd.edu/F/DKVT3JIBQQIYH5HATA3NA6FRM1NYJU82DX7A152N71KJA9XC3G-11543?func=full-set>

catalogusmai sign in end session my account

basic search advanced search multi-campus search recent searches basket results prefer

CATALOG JOURNALS other catalogs

▶ You are here: Catalog - USMAI (all campuses) [usmai home](#)

Full View of Record

[add to my saved items](#) | [add to basket](#) | [save/e-mail](#)

Choose display: [standard](#) | [catalog card](#) | [citation](#) | [named MARC tags](#) | [MARC tags](#)

Record 1 out of 1 [no prev](#) [no next](#)

record format Book

title [Books, bytes, and bridges](#) : libraries and computer centers in academic institutions / edited by Larry Hardesty.

published [Chicago](#) : American Library Association, 2000.

description xiii, 220 p. : ill. ; 26 cm.

all locations [Availability](#)

location Bowie State University ⓘ General Stacks | Z675.U5 B66 2000 [Holdings](#) [Availability](#)

location SU Blackwell Library ⓘ Stacks | Z675.U5 B66 2000 [Holdings](#) [Availability](#)

Holdings Record displays Locations and Availability of items

Holdings - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Copy Paste

Address http://catalog.umd.edu/F/DKVT3JIBQQIYH5HATA3NA6FRM1NYJU82DX7A152N71KJA9XC3G-110767func=item-global&doc_librar Go Links >>

Location St. Mary's College of Maryland Stacks Z675.U5 B66 2000

Location University of Baltimore Stacks Z675.U5 B66 2000

Location UMCP CLIS Wasserman Library Stacks Z675.U5 B66 2000

request (request an item for pickup)

Modify results by: vol/issue library

library	collection	call no.	vol/issue	item status	due date	note
Bowie State University	General Stacks	Z675.U5B66 2000		General coll.	On shelf	
SU Blackwell Library	Stacks	Z675.U5B66 2000		General coll.	On shelf	
St. Mary's College of Maryland	Stacks	Z675.U5B66 2000		General coll.	Requested	
University of Baltimore	Stacks	Z675.U5B66 2000		General coll.	On shelf	

The Request Button for placing a Title Level Patron Placed Hold is located on the Holdings Record

Address http://catalog.umd.edu/F/DKVT3JIBQIQIYH5HATA3NA6FRM1NYJU82DX7A152N71KJA9XC3G-110767func=item-global&doc_librar

Location St. Mary's College of Maryland Stacks Z675.U5 B66 2000

Location University of Baltimore Stacks Z675.U5 B66 2000

Location UMCP CLIS Wasserman Library Stacks Z675.U5 B66 2000

request (request an item for pickup)

Modify results by: vol/issue library

library	collection	call no.	vol/issue	item status	due date	note
Bowie State University	General Stacks	Z675.U5B66 2000		General coll.	On shelf	
SU Blackwell Library	Stacks	Z675.U5B66 2000		General coll.	On shelf	
St. Mary's College of Maryland	Stacks	Z675.U5B66 2000		General coll.	Requested	
University of Baltimore	Stacks	Z675.U5B66 2000		General coll.	On shelf	

Any USMAI Sublibrary can be selected as the Pick-Up Location, unless a copy is 'on shelf' at the desired site

catalogusmai end session my account saved searches saved items help

basic search advanced search multi-campus search recent searches basket results preferences

CATALOG JOURNALS other catalogs

▶ You are here: Catalog - USMAI (all campuses) **usmai home**

Request - MESSMAN, LEA M.

Select a pickup location

Not needed after

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You may not be able to select a particular library for your pickup location if the item is on the shelf at that library.

d)

Send us your [comments](#).

- Frostburg State University
- Frostburg State University**
- UMBC Library
- UB Law Library
- CES, Chesapeake
- CES, Horn Point
- CES, Appalachian Lab
- UMCP Shady Grove
- Coppin State College
- UM Eastern Shore
- UMLL
- Morgan State University

The requester is informed immediately if the hold request is successful

catalogusmai end session my account saved searches saved items help

basic search advanced search multi-campus search recent searches basket results preferences

CATALOG JOURNALS other catalogs

▶ You are here: Catalog - USMAI (all campuses) [usmai home](#)

* Item requested for pickup at Frostburg State University. You will be notified when item is available.

Full View of Record

[add to my saved items](#) | [add to basket](#) | [save/e-mail](#)

Choose display: [standard](#) | [catalog card](#) | [citation](#) | [named MARC tags](#) | [MARC tags](#)

Record 2 out of 39 [prev rec](#) [next rec](#)

record format Book

title [Books, bytes, and bridges : libraries and computer centers in academic institutions / edited by Larry Hardesty.](#)

published [Chicago : American Library Association, 2000.](#)

description xiii, 220 p. : ill. ; 26 cm.

all locations [Availability](#)

location Bowie State University ⓘ General Stacks | Z675.U5 B66 2000 [Holdings](#) [Availability](#)

location SU Blackwell Library ⓘ Stacks | Z675.U5 B66 2000 [Holdings](#) [Availability](#)

location St. Mary's College of Maryland ⓘ Stacks | Z675.U5 B66 2000 [Holdings](#) [Availability](#)

Hold requests can also be placed on volumes in multi-volume sets

catalogusmai end session my account saved searches saved items help

basic search advanced search multi-campus search recent searches basket results preferences

CATALOG JOURNALS other catalogs

▶ You are here: Catalog - USMAI (all campuses) **usmai home**

Full View of Record

[add to my saved items](#) | [add to basket](#) | [save/e-mail](#)
Choose display: [standard](#) | [catalog card](#) | [citation](#) | [named MARC tags](#) | [MARC tags](#)

Record 4 out of 4 **prev rec** **no next**

title ■ [Advances in archaeological method and theory.](#)

published ■ [New York : Academic Press, 1978-](#)

source for address Academic Press, Inc., 111 Fifth Avenue, New York, 10003

description v. : ill. ; 24 cm.

publication history v. 1-

all locations [Availability](#)

location Morgan State University ⓘ Stacks | CC75 .A24 [Holdings](#) [Availability](#)

location St. Mary's College of Maryland ⓘ Stacks | CC 75 .A24 [Holdings](#) [Availability](#)

location Towson University ⓘ Stacks | CC75 .A24 [Holdings](#) [Availability](#)

location UMBC Library ⓘ Stacks | CC75 .A24 [Holdings](#) [Availability](#)

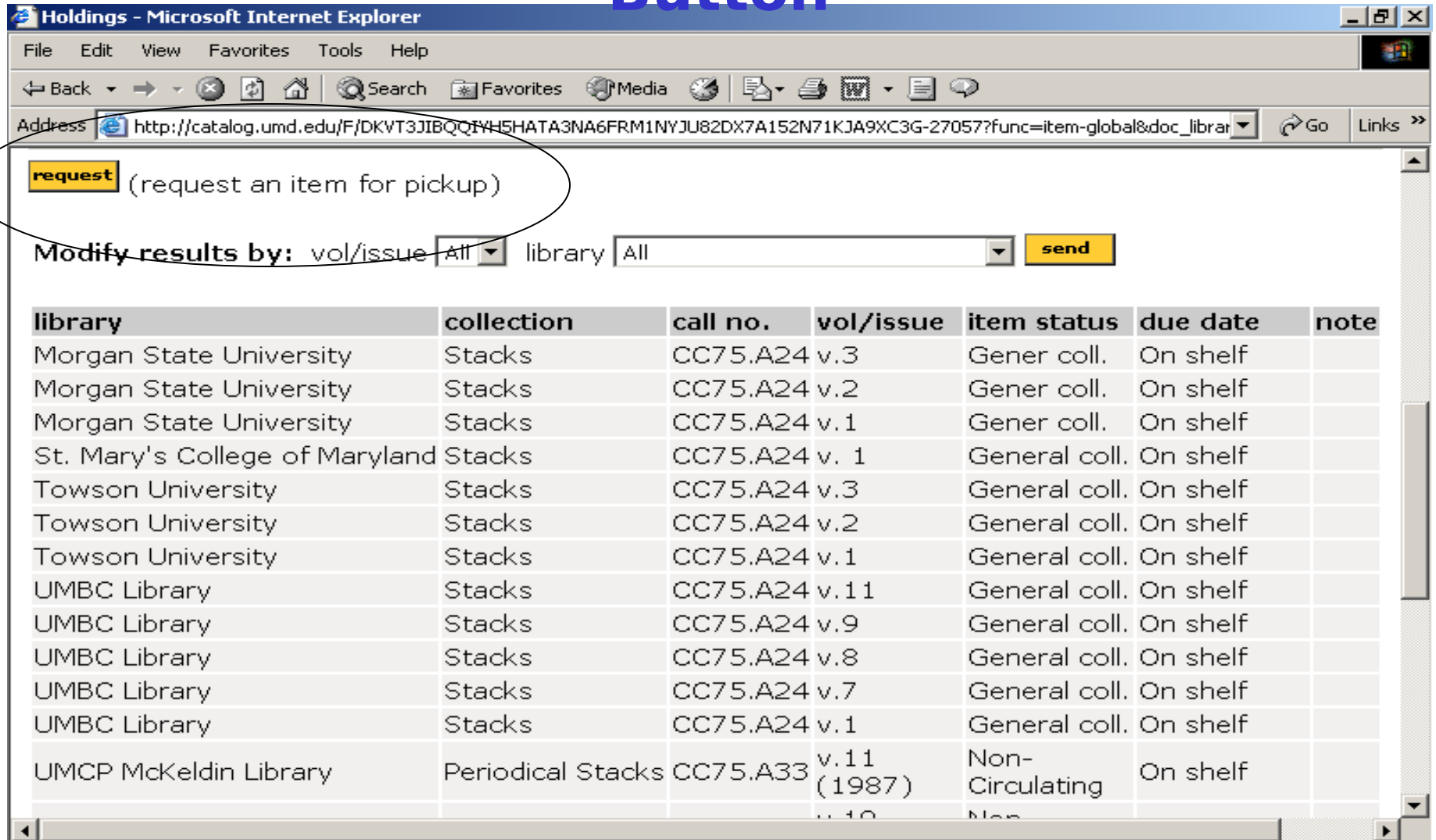
The Holdings Record will display the circulation status of each volume in the USMAI, but ...

request (request an item for pickup)

Modify results by: vol/issue library

library	collection	call no.	vol/issue	item status	due date	note
Morgan State University	Stacks	CC75.A24	v.3	Gener coll.	On shelf	
Morgan State University	Stacks	CC75.A24	v.2	Gener coll.	On shelf	
Morgan State University	Stacks	CC75.A24	v.1	Gener coll.	On shelf	
St. Mary's College of Maryland	Stacks	CC75.A24	v. 1	General coll.	On shelf	
Towson University	Stacks	CC75.A24	v.3	General coll.	On shelf	
Towson University	Stacks	CC75.A24	v.2	General coll.	On shelf	
Towson University	Stacks	CC75.A24	v.1	General coll.	On shelf	
UMBC Library	Stacks	CC75.A24	v.11	General coll.	On shelf	
UMBC Library	Stacks	CC75.A24	v.9	General coll.	On shelf	
UMBC Library	Stacks	CC75.A24	v.8	General coll.	On shelf	
UMBC Library	Stacks	CC75.A24	v.7	General coll.	On shelf	
UMBC Library	Stacks	CC75.A24	v.1	General coll.	On shelf	
UMCP McKeldin Library	Periodical Stacks	CC75.A33	v.11 (1987)	Non-Circulating	On shelf	

The requester still initiates the hold process by clicking on the Request Button



request (request an item for pickup)

Modify results by: vol/issue library

library	collection	call no.	vol/issue	item status	due date	note
Morgan State University	Stacks	CC75.A24	v.3	Gener coll.	On shelf	
Morgan State University	Stacks	CC75.A24	v.2	Gener coll.	On shelf	
Morgan State University	Stacks	CC75.A24	v. 1	Gener coll.	On shelf	
St. Mary's College of Maryland	Stacks	CC75.A24	v. 1	General coll.	On shelf	
Towson University	Stacks	CC75.A24	v.3	General coll.	On shelf	
Towson University	Stacks	CC75.A24	v.2	General coll.	On shelf	
Towson University	Stacks	CC75.A24	v. 1	General coll.	On shelf	
UMBC Library	Stacks	CC75.A24	v. 11	General coll.	On shelf	
UMBC Library	Stacks	CC75.A24	v.9	General coll.	On shelf	
UMBC Library	Stacks	CC75.A24	v.8	General coll.	On shelf	
UMBC Library	Stacks	CC75.A24	v.7	General coll.	On shelf	
UMBC Library	Stacks	CC75.A24	v. 1	General coll.	On shelf	
UMCP McKeldin Library	Periodical Stacks	CC75.A33	v. 11 (1987)	Non-Circulating	On shelf	

Aleph filters out all ineligible items and groups like volumes together into 'Hold Groups'

The screenshot shows a web browser window with the URL [catalogusmai](#). The page has a navigation bar with links for [end session](#), [my account](#), [saved searches](#), [saved items](#), and [help](#). Below this is a search navigation bar with [basic search](#), [advanced search](#), [multi-campus search](#), [recent searches](#), [basket](#), [results](#), and [preferences](#). A secondary navigation bar includes [CATALOG](#), [JOURNALS](#), and [other catalogs](#). A breadcrumb trail indicates the current location: [You are here: Catalog - USMAI \(all campuses\)](#) with a [usmai home](#) button.

The main content area is titled **Request**. It features a dropdown menu for "Display vol/year" set to "All" and a [send](#) button. Below this, a list of request volumes is displayed:

request	v.3
request	v.2
request	v.1
request	v.11
request	v.9
request	v.8
request	v.7

At the bottom of the page, a copyright notice reads: © 2002 University System of Maryland and Affiliated Institutions. Send us your [comments](#).

The requester selects the desired volume by clicking on the Request Link next to the volume number

The screenshot shows a web browser window displaying a library catalog page. At the top, the logo "catalogusmai" is visible, along with navigation links for "end session", "my account", "saved searches", "saved items", and "help". Below this is a yellow navigation bar with links for "basic search", "advanced search", "multi-campus search", "recent searches", "basket", "results", and "preferences". A secondary navigation bar includes "CATALOG", "JOURNALS", and "other catalogs". A breadcrumb trail indicates the current location: "You are here: Catalog - USMAI (all campuses)", with a "usmai home" link. A red heading "Request" is present. Below it, a "Display vol/year" dropdown menu is set to "All" with a "send" button. A list of request links is shown, with "request v.1" circled in red. The footer contains copyright information for the University System of Maryland and a link to "comments".

catalogusmai end session my account saved searches saved items help

basic search advanced search multi-campus search recent searches basket results preferences

CATALOG JOURNALS other catalogs

▶ You are here: Catalog - USMAI (all campuses) [usmai home](#)

Request

Display vol/year [send](#)

[request](#) v.3
[request](#) v.2
[request](#) v.1
[request](#) v.11
[request](#) v.9
[request](#) v.8
[request](#) v.7

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Once the requester has selected the volume, the Pick-Up Site is chosen and the request is sent

USMAI - Request an item - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail News RSS

Address <http://catalog.umd.edu/F/DKVT3JIBQIQIYH5HATA3NA6FRM1NYJU82DX7A152N71KJA9XC3G-31008?func=item-hold-request&do> Go Links >>

catalogusmai end session my account saved searches saved items
basic search advanced search multi-campus search recent searches basket results preferences
CATALOG JOURNALS other catalogs

▶ You are here: Catalog - USMAI (all campuses) [usmai home](#)

Request - BUSH, GRAHAM J

Select a pickup location **JMCPC McKeldin Library** You may not be able to select a particular library for your pickup location if the item is on the shelf at that library.

Not needed after (Date format : yyyyymmdd)

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If there is at least one eligible copy of that volume in the USMAI, the request will be successful

The screenshot shows a Microsoft Internet Explorer browser window titled "USMAI - Full View of Record". The address bar contains the URL: <http://catalog.umd.edu/F/DKVT3JIBQQIYH5HATA3NA6FRM1NYJU82DX7A152N71KJA9XC3G-31482>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains icons for Back, Forward, Stop, Refresh, Home, Search, Favorites, Media, Print, and other functions. The main content area displays the USMAI catalog interface. At the top, there are navigation links: "catalogusmai", "end session", "my account", "saved searches", and "saved items". Below these are search options: "basic search", "advanced search", "multi-campus search", "recent searches", "basket", "results", and "prefer". There are also links for "CATALOG", "JOURNALS", and "other catalogs". A breadcrumb trail shows "You are here: Catalog - USMAI (all campuses)" with a highlighted "usmai home" link. A yellow highlight indicates: "* Item requested for pickup at UMCP McKeldin Library. You will be notified when item is available." Below this is the "Full View of Record" section. It includes links for "add to my saved items", "add to basket", and "save/e-mail". A "Choose display:" section offers options: "standard", "catalog card", "citation", "named MARC tags", and "MARC tags". The record is identified as "Record 1 out of 1" with "no prev" and "no next" buttons. The record details are as follows:

title	■ Advances in archaeological method and theory.
published	■ New York : Academic Press, 1978-
source for address	Academic Press, Inc., 111 Fifth Avenue, New York, 10003
description	v. : ill. ; 24 cm.
publication history	v. 1-
all locations	Availability

The first copy of the requested title to be returned at any USMAI Circulation Site will be placed intransit automatically to the Pick-Up Site

The screenshot displays the ALEPH Circulation system interface. The main window has a menu bar with 'ALEPH', 'Patron Info', 'Items', 'Circulation', 'Requests', 'Reports', and 'Help'. Below the menu bar are two search fields with 'go' buttons. The main area is divided into several sections: 'Loan', 'Return' (highlighted in red), 'Patron', and 'Item'. Under 'Return', there are sub-sections for 'Session' and 'History'. To the right, the 'Patron Information' section contains a list of items and a payment section with three rows: 'Owe:' with a value of 0.00 and a 'New Cash' button; 'Transferred to AR:' with a value of 0.00 and a 'Pay Cash' button; and 'Pay:' with a value of 0.00 and a 'Patron's Cash' button. A 'Clear' button is visible at the bottom right. A modal dialog box titled 'Item Return' is overlaid on the screen, featuring a yellow warning icon and the text: 'The item has been requested for pickup and must be transferred to UB-UB - University of Baltimore'. An 'OK' button is located at the bottom of the dialog box.

The Item Record in the OPAC will reflect the status of the Hold Request. 'In Transit' means the item is being shipped to the Pick-Up Site.

Holdings and availability for all libraries back

The Language of images / edited by W. J. T. Mitchell. ... c1980.

Location Frostburg State University Stacks NX60 .L33

Location Towson University Stacks NX60 .L33

Location UMBC Library Stacks NX60 .L33

Location UMCP Art Library Stacks NX60 .L33

request (request an item for pickup)

Modify results by: vol/issue library send

library	collection	call no.	vol/issue	item status	due date	note
Frostburg State University	Stacks	NX60.L33		General coll.	In Transit/Sublibrary June-12-2003 Requested 11:59 PM	
Towson University	Stacks	NX60.L33		General coll.	On shelf	
UMBC Library	Stacks	NX60.L33		General coll.	On shelf	
UMCP Art Library	Stacks	NX60.L33		General coll.	May-04-2004 11:59 PM	

The 'On Hold' status means that the Item is on the Hold Shelf at the Pick-Up Location

catalogusmai sign in end session my account help

basic search advanced search multi-campus search recent searches basket results preferences

CATALOG JOURNALS other catalogs

▶ You are here: Catalog - USMAI (all campuses) [usmai home](#)

Holdings and availability for all libraries [back](#)

Bernhardsen, Tor.
Geographic information systems : an introduction / Tor Bernhardsen. 3rd ed. ... c2002.

Location UMCP McKeldin Library Stacks G70.212 .B473 2002

request (request an item for pickup)

Modify results by: vol/issue library [send](#)

library	collection	call no.	vol/issue	item status	due date	note
UMCP McKeldin Library	Stacks	G70.212.B473 2002		General coll.	On Hold	

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Requesters can review their own Hold Requests using the My Account feature in the **catalog**usmai

The screenshot shows the 'catalogusmai' website interface. At the top, there is a navigation bar with links for 'end session', 'my account', 'saved searches', 'saved items', and 'help'. Below this is a search bar with options for 'basic search', 'advanced search', 'multi-campus search', 'recent searches', 'basket', 'results', and 'preferences'. A breadcrumb trail indicates 'You are here: Catalog - USMAI (all campuses)'. The 'My Account' section is titled 'My Account : FACULTY, FRANK' and shows 'You have No Message(s)'. Under the 'Activities' heading, there is a table with two rows: 'Items borrowed / renewals' with a count of 2, and 'Requests' with a count of 3. The 'Requests' row is circled in red. Below this is a section titled 'Problems with your account'. At the bottom, there is a copyright notice: '© 2002 University System of Maryland and Affiliated Institutions. Send us your [comments](#).'

catalogusmai end session my account saved searches saved items help

[basic search](#) [advanced search](#) [multi-campus search](#) recent searches basket results preferences

CATALOG JOURNALS other catalogs

▶ You are here: Catalog - USMAI (all campuses)

My Account : FACULTY, FRANK

You have No Message(s).

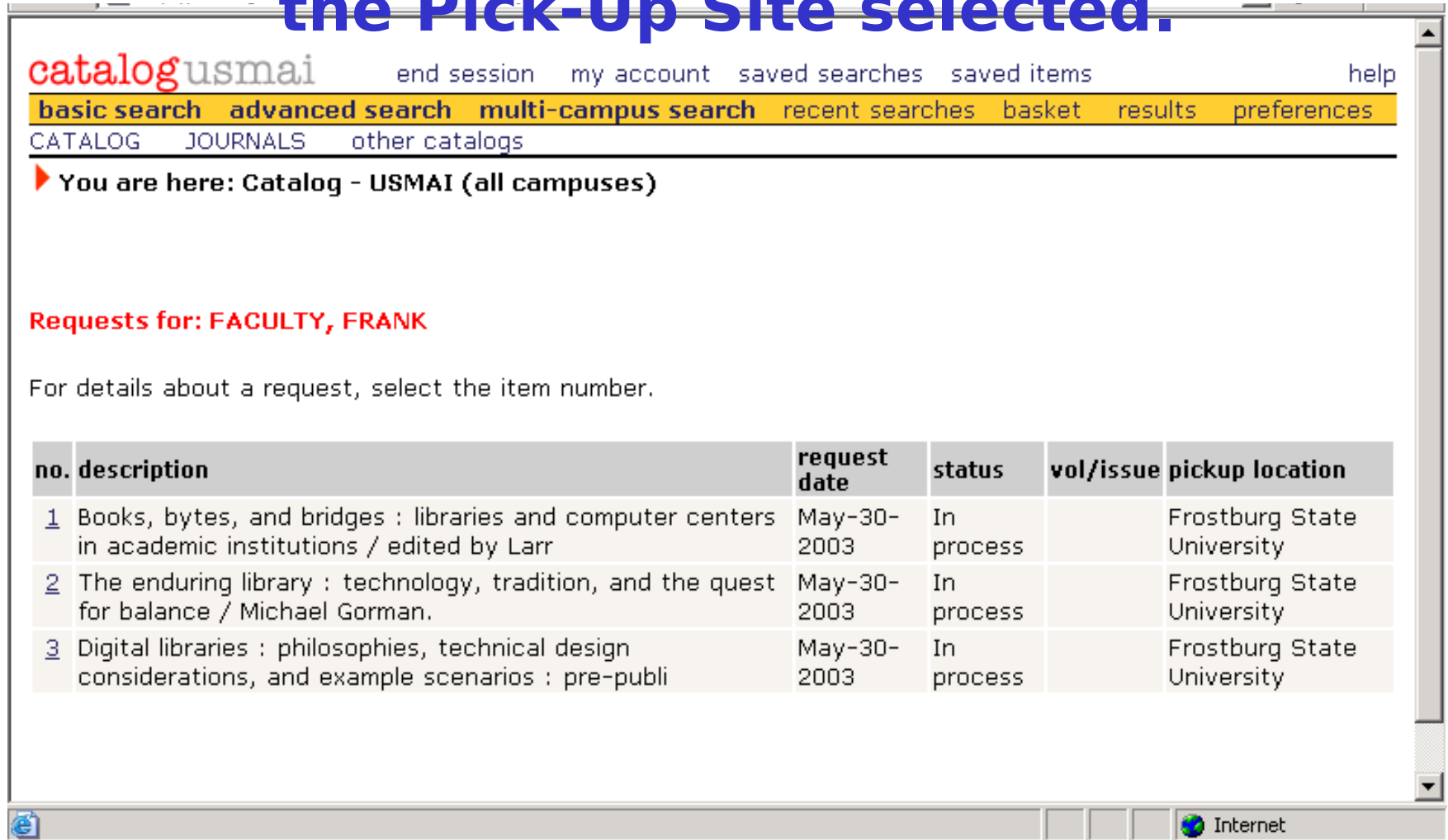
Activities

Items borrowed / renewals	2
Requests	3

Problems with your account

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In My Account, the Requester can verify the title that was requested, when the hold was placed, the Hold's status and the Pick-Up Site selected.



The screenshot shows a web browser window displaying a library catalog interface. At the top, the logo 'catalogusmai' is visible, along with navigation links for 'end session', 'my account', 'saved searches', 'saved items', and 'help'. Below this is a search bar with options for 'basic search', 'advanced search', 'multi-campus search', 'recent searches', 'basket', 'results', and 'preferences'. The main content area shows the breadcrumb 'You are here: Catalog - USMAI (all campuses)'. A red heading indicates 'Requests for: FACULTY, FRANK'. Below this, a text prompt says 'For details about a request, select the item number.' A table lists three requests with columns for item number, description, request date, status, volume/issue, and pickup location. The table data is as follows:

no.	description	request date	status	vol/issue	pickup location
1	Books, bytes, and bridges : libraries and computer centers in academic institutions / edited by Larr	May-30-2003	In process		Frostburg State University
2	The enduring library : technology, tradition, and the quest for balance / Michael Gorman.	May-30-2003	In process		Frostburg State University
3	Digital libraries : philosophies, technical design considerations, and example scenarios : pre-publi	May-30-2003	In process		Frostburg State University

The browser's taskbar at the bottom shows the Internet Explorer icon and the text 'Internet'.

Finally, by clicking on the Line Number Link next to the title, ...

The screenshot shows a web browser window displaying a library catalog page. At the top, the logo 'catalogusmai' is visible, along with navigation links for 'end session', 'my account', 'saved searches', 'saved items', and 'help'. Below this is a search menu with options: 'basic search', 'advanced search', 'multi-campus search', 'recent searches', 'basket', 'results', and 'preferences'. A secondary menu includes 'CATALOG', 'JOURNALS', and 'other catalogs'. A breadcrumb trail indicates the current location: 'You are here: Catalog - USMAI (all campuses)'. A red heading reads 'Requests for: FACULTY, FRANK'. Below this, a text instruction says 'For details about a request, select the item number.' A table with five columns follows: 'no.', 'description', 'request date', 'status', 'vol/issue', and 'pickup location'. The first row of the table has its 'no.' cell circled in red. The table lists three items, all with a request date of 'May-30-2003' and a status of 'In process', and all from 'Frostburg State University'.

catalogusmai end session my account saved searches saved items help

basic search advanced search multi-campus search recent searches basket results preferences

CATALOG JOURNALS other catalogs

▶ You are here: Catalog - USMAI (all campuses)

Requests for: FACULTY, FRANK

For details about a request, select the item number.

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Internet

the Requester can delete the Hold Request before the item is shipped In Transit

The screenshot shows a web browser window displaying a library catalog page. The page header includes the logo 'catalogusmai' and navigation links: 'end session', 'my account', 'saved searches', 'saved items', and 'help'. A yellow navigation bar contains links for 'basic search', 'advanced search', 'multi-campus search', 'recent searches', 'basket', 'results', and 'preferences'. Below this, there are links for 'CATALOG', 'JOURNALS', and 'other catalogs'. A breadcrumb trail reads 'You are here: Catalog - USMAI (all campuses)'. The main content area is titled 'Information for request no. 1' and shows 'pickup location: Frostburg State University' and 'vol/issue:'. A yellow 'delete' button is highlighted with a black circle. At the bottom, a copyright notice reads '© 2002 University System of Maryland and Affiliated Institutions. Send us your [comments](#).'

catalogusmai end session my account saved searches saved items help

basic search advanced search multi-campus search recent searches basket results preferences

CATALOG JOURNALS other catalogs

▶ You are here: Catalog - USMAI (all campuses)

Information for request no. 1

pickup location: Frostburg State University

vol/issue:

delete

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