Reservation at the Service Counter

This is done when not all copies of a title have been borrowed such as in the following 2 situations. There is no Place Hold button on the screen and reservation has to be done by staff at the Service Counter.

1. Main text has been borrowed but the accompanying CD or student text are still available.

<table>
<thead>
<tr>
<th>Item Information</th>
<th>Catalog Record</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>IELTS preparation and practice : listening and speaking</td>
</tr>
<tr>
<td>Author</td>
<td>Young, Denise</td>
</tr>
<tr>
<td>Publisher:</td>
<td>Oxford University Press,</td>
</tr>
<tr>
<td>Pub date:</td>
<td>c2013.</td>
</tr>
<tr>
<td>Item info:</td>
<td>1 copy currently available at Sunway Campus Library.</td>
</tr>
</tbody>
</table>

Holdings

Sunway Campus Library
PE1066 Y69 2012 [AUDIO CD] Copy No. | Location
1 | Service Counter

To place hold for this item, go to Service Counter.

2. One copy of the text is still available but being Reshelfed or in the Restricted Collection or Open Shelf.

<table>
<thead>
<tr>
<th>Item Information</th>
<th>Catalog Record</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Financial markets and institutions</td>
</tr>
<tr>
<td>Author</td>
<td>Mishkin, Frederic S.</td>
</tr>
<tr>
<td>Publisher:</td>
<td>Pearson Education,</td>
</tr>
<tr>
<td>Pub date:</td>
<td>2012</td>
</tr>
<tr>
<td>Item info:</td>
<td>1 copy currently available at Sunway Campus Library.</td>
</tr>
</tbody>
</table>

Holdings

Sunway Campus Library
HG181 M67 2012 Copy No. | Location
1 | Restricted Collection
2 | Due: 5/3/2016

To place hold for this item, go to Service Counter.

User can make reservation (place hold) at the Service Counter by providing the library staff with the title, author and call number.

Tips for Items Collection

1. Users will be notified through e-mail when the items are ready for collection.
2. Users may collect the reserved items at the Service Counter upon receipt of notification.
3. Items are reserved for 4 days from the day users are notified, after which they will either be held for other users in the queue or sent for shelving.

In case of difficulty, contact:

1. Help Desk
   Tel: 74918622 ext. 7050 / 7051
2. Service Counter
   Tel: 74918622 ext. 7073
3. Sunway Campus Library
   Email: library@sunway.edu.my
Online Reservation: How to do it?

Books in the library can be reserved online by user if all copies have been loaned out as shown in the Location note e.g. Checkout; or Due: 13/3/2016.

There are 2 types of display of such records.

A. Record from SearchAll

1. Click on Retrieve Catalogue Item to see detailed record with Place Hold.


   Retrieve Catalogue Item

   Library       Call No.         Location/Status     Due Date

   Item Information Catalog Record
   Title: Microsoft Office 2007 visual quick tips
   Author: McFedries, Paul.
   Publisher: Wiley Pub., Inc
   Pub date: 2007.
   Item info: No copies currently available. Place Hold (Estimated wait is 17 days).

   Holdings
   Sunway Campus Library Copy No. Location
   HF5548.4.M525 M141 2007 1 Due: 13/3/2016

B. Record from Library Catalogue

All copies have been loaned out. See note under Location; Due: 29/2/2016


   Retrieve Catalogue Item

   Library       Call No.         Location/Status     Due Date

   Item Information Catalog Record
   Title: Microsoft Office 2007 visual quick tips
   Author: McFedries, Paul.
   Publisher: Wiley Pub., Inc
   Pub date: 2007.
   Item info: No copies currently available. Place Hold (Estimated wait is 17 days).

   Holdings
   Sunway Campus Library Copy No. Location
   HF5548.4.M525 M141 2007 1 Due: 13/3/2016

2. To do online reservation, click on the button Place Hold.

3. Type in your Library User ID and PIN.

   User ID: For students, the User ID is the student ID on the student card.
   For staff, the User ID is the serial card number of the verso of the staff card.
   PIN : By default is 1234. This can be changed later from “MyAccount”.

   Place Hold

   Title: Microsoft Office 2007 visual quick tips / Paul McFedries.
   Author: McFedries, Paul.
   User ID: 3355771869
   Alternate ID:
   PIN: 4
   Expiration date: 24/8/2016

4. Click on Place Hold.

5. The screen that follows confirms whether the hold (reservation) has been made. The title of a reserved book e.g. Microsoft Office 2007 visual quick tips and the author McFedries, Paul are displayed.

   Results of Hold Request(s)

   GOH WEI HAAN (MS)
   User ID:3364118357
   Alternate ID:

   Hold(s) Placed. You will be informed by email when item is available for collection.
   Microsoft Office 2007 visual quick tips
   McFedries, Paul.
   HF5548.4.M525 M141 2007
   Expiration date: 24/8/2016

6. Click OK to close the screen.