



SHARE F.A.Q.

FREQUENTLY ASKED QUESTIONS

Q: How do I get started looking for an item in the new catalog?

A: From sharelibraries.info or from your library's home page, enter a search in the search box. This will pull up results from the catalog.

Q: I am having trouble getting a good search result. It seems to be limiting out materials from previous searches. What is going on?

A: To start a new search, click on the "Home" button on the left-hand side of the catalog screen. (Button looks like a house.)

Q: Can I change my PIN online?

A: Yes, you can! At the top of the catalog home page, log in with your card number and PIN and click on "My Account", then click on "Personal Information". Click on the "Change PIN" line to make changes.

Q: How can I put an item on hold?

A: Locate an item you wish to hold in the SHARE catalog. On the right-side of the results, click on "Place Hold". Enter your card number and PIN. Click "Place Hold" to hold. You can also have the item's call number texted to your phone.

Q: How do I see what holds I have placed on my card?

A: At the top of the catalog home page, click on "My Account" and log in with your card number and PIN, then click on the "Holds" tab. *Note that digital holds are in a separate area from physical material.*

Q: How do I see what I have checked out?

A: At the top of the catalog home page, log in with your card number and PIN, click on "My Account", Click on "Checkouts." *Note that digital checkouts are in a separate area from physical material.*

Q: I'm going on vacation and I fear my hold will become available to me while I am gone. Can I prevent my hold from coming due during my time away?

A: Yes, with the SHARE catalog, you can "suspend" your holds while on vacation! Log into your account with your card number and PIN. Click on "My Account" at the top of the page. Click on the "Hold" tab; look for the choice to "Suspend Hold". Here, select the item(s) you wish to suspend, then click "Suspend Hold". Input the date you wish to begin and end the suspension and click on "Suspend."

Q: What is the "Favorite Author Club"? How do I sign up for the "Favorite Author Club" in the catalog?

A: The "Favorite Author Club" is an opportunity for patrons to automatically have holds placed on selected popular and prolific authors. Patrons must be logged in to see the "Favorite Author Club". At the top of the catalog homepage, log in with your card number and PIN, click on "My Account". Then, click on "Favorite Author Club" tab. Select the author(s) of your interest, and your library will automatically reserve the next book for you that is published by that author.



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