

Self-serve account management available for library materials

By Jill Owens

How would you like to be able to check your account, place holds, and renew books from anywhere with an internet connection? If you are a Columbus Public Library or Bookmobile cardholder you can do this for most library items.

Detailed instructions with easy to follow step-by-step pictures for accessing your account may be found at columbusne.us/library. Once on the website go to E-Services then "Holds & Renewals."

Your user ID is your library card number with no spaces. You may get your PIN by requesting it from library staff.

The system will allow renewals and holds only on items that a person would be able to renew or place holds on when in the library. The system will not allow renewals on items that are on hold for another patron or have used their maximum number of renewals.

You can also use this tool to check when your items are due, even if you don't use it for holds and renewals.

Any cardholder (bookmobile or city cards) whose account is in good standing may use this online tool for library items; unfortunately it cannot be used for items checked out from the bookmobile at this time because the bookmobile computer is not online. To be clear, bookmobile cardholders can place holds and renew items they've checked out from the library, just not for items they've checked out on the bookmobile. The ability to place holds and renew is connected to the location of the item, rather than the type of card a user has.

We staff are always available to assist patrons in person or via telephone, but those patrons who prefer to do things themselves have many opportunities to self-serve. This ability is handy for patrons who can't get in easily during open hours. Even patrons who enjoy coming to the library sometimes prefer to stay home when the weather is bad.

Another place you can renew or check due dates is at the self-check kiosk in the library. If you'd like a print-out of the titles and due dates on your card, the information is only a card scan and touch away. And even if you don't have your items with you, you may also renew eligible materials at the self-check kiosk. Staff will be happy to show you how.

At this time I'd like to highlight a periodical reminder. Library staff is always trying to fill gaps in our local history collection. If you have any yearbooks, city directories, church directories, and the like, please consider donating them to the library. They are wonderful resources for patrons who enjoy building family trees and doing other historical investigations.

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