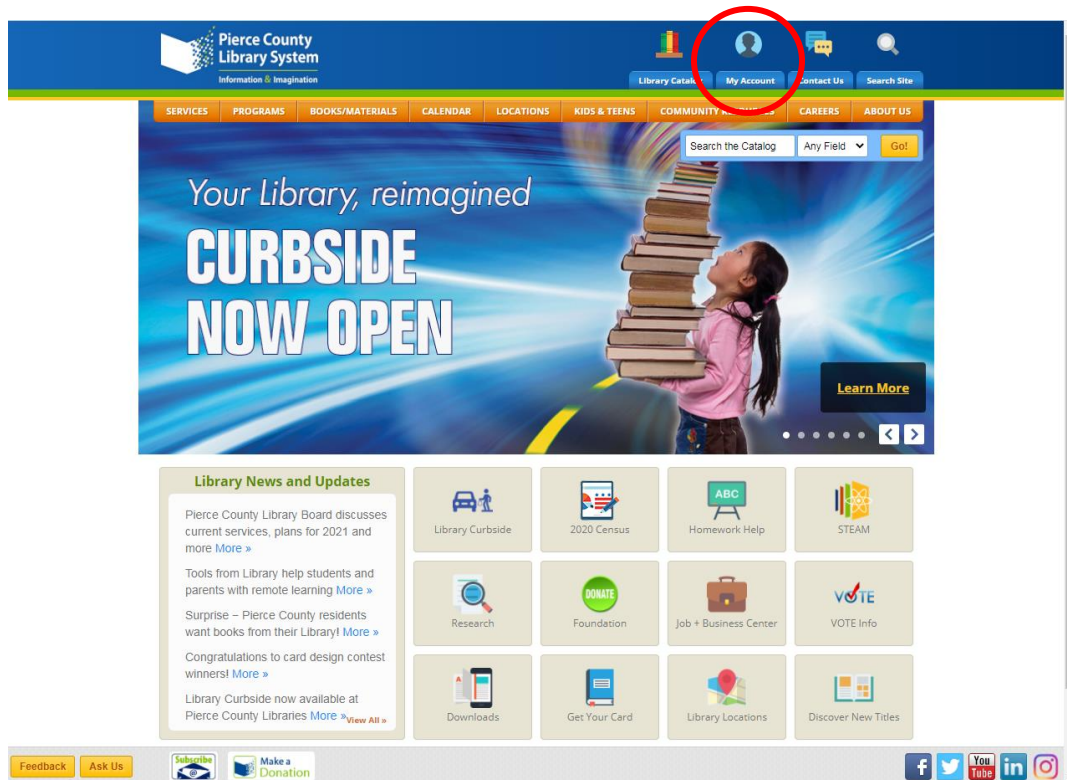


## How do I change the pickup location of my held items to another library?

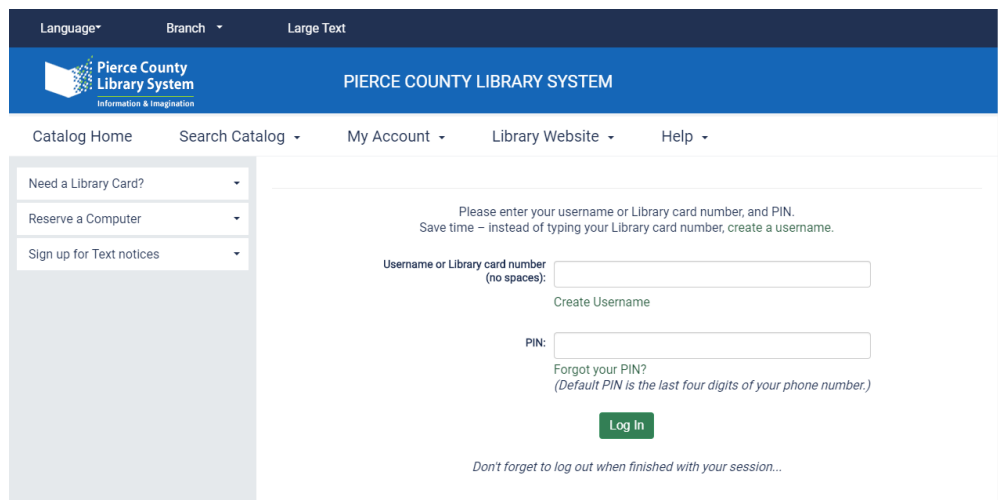
If the status of your hold is Active, Pending or Held (see [\(add link to other document about How do I know if my items are...\)](#)), you can change the pickup location of your items by either contacting the library or logging into your account on our website. See below for step by step directions on how to do this yourself.

Visit our webpage at: <https://www.piercecountylibrary.org/>

Locate the “My account” button on the right corner of the page. It is circled in red in the picture below.

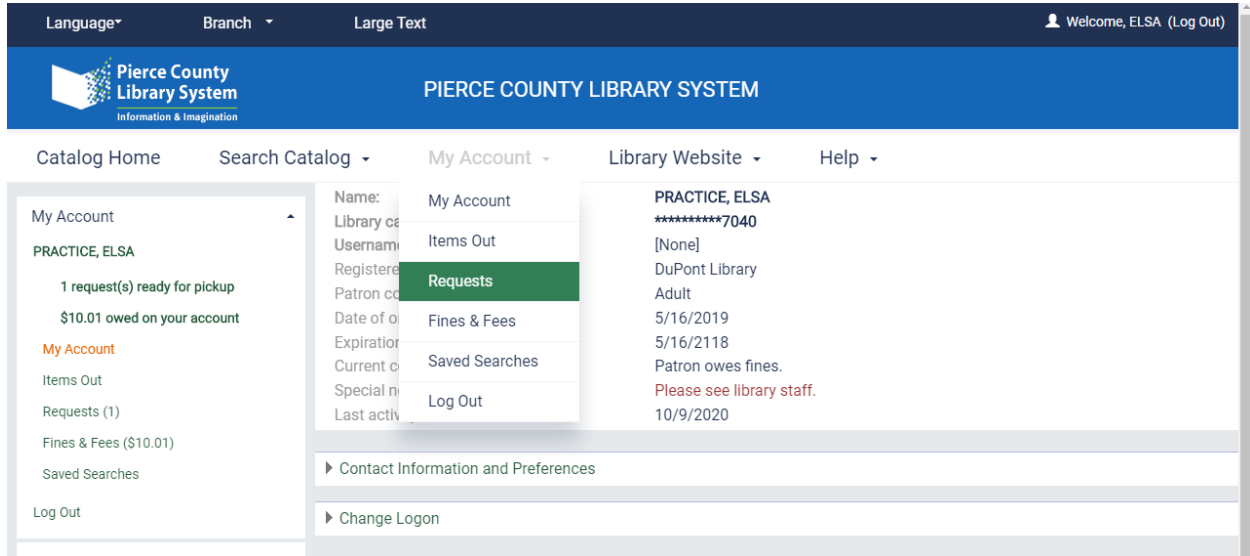


Your screen should look like this:

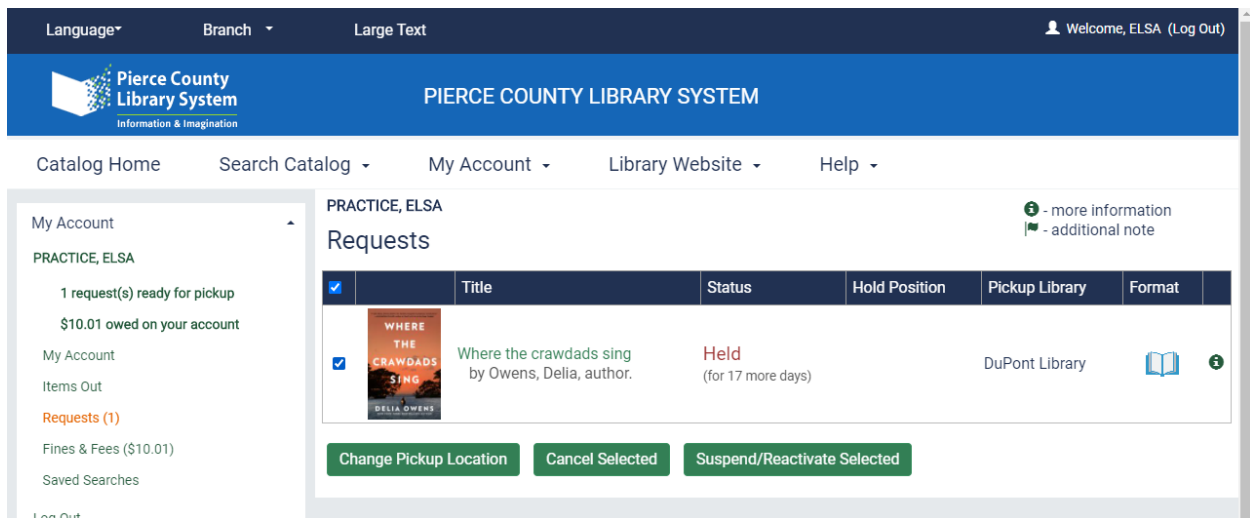


Log into your account using your library barcode number, or your username if you have set one up, and your PIN number, usually the last four digits of your phone number.

From the My Account drop down menu or from the side bar menu, click on Requests (we use the words Holds and Requests interchangeably).



On the Requests screen click the box next to the item you want to pick up at a different location. In this case the item listed below is being held right now at the DuPont Library.



If there are multiple items you would like to change the pickup location on make sure to check the box next to those as well and then click the green Change Pickup Location button.

From the New Pickup Location drop down menu select the library location you wish to change your pickups to and click the blue Submit button.

Language Branch Large Text Welcome, ELSA (Log Out)



Pierce County Library System  
Information & Imagination  
PIERCE COUNTY LIBRARY SYSTEM

Catalog Home Search Catalog My Account Library Website Help

My Account  
PRACTICE, ELSA  
1 request(s) ready for pickup  
\$10.01 owed on your account  
My Account  
Items Out  
Requests (1)  
Fines & Fees (\$10.01)  
Saved Searches  
Log Out

My Lists  
Saved Title Lists  
Create new saved list...

Change Hold Request  
New Pickup Location: DuPont Library

Title	Status	Hold Position	Pickup Library	Format
 Where the crawdads sing by Owens, Delia, author.	Held (for 17 more days)		DuPont Library	

Language Branch Large Text Welcome, ELSA (Log Out)

Pierce County Library System  
Information & Imagination  
PIERCE COUNTY LIBRARY SYSTEM



Catalog Home Search Catalog My Account Library Website Help

My Account  
PRACTICE, ELSA  
1 request(s) ready for pickup  
\$10.01 owed on your account  
My Account  
Items Out  
Requests (1)  
Fines & Fees (\$10.01)  
Saved Searches  
Log Out

My Lists  
Saved Title Lists  
Create new saved list...

Change Hold Request  
New Pickup Location: Lakewood Library

Submit Back



Title	Status	Hold Position	Pickup Library	Format
 Where the crawdads sing by Owens, Delia, author.	Held (for 17 more days)		DuPont Library	

You should next see this confirmation page.

The screenshot shows the 'Change Hold Request' confirmation page. The header includes 'Language', 'Branch', 'Large Text', and 'Welcome, ELSA (Log Out)'. The main navigation bar contains 'Catalog Home', 'Search Catalog', 'My Account', 'Library Website', and 'Help'. On the left, a sidebar menu lists 'My Account' (with sub-items: PRACTICE, ELSA, 1 request(s) ready for pickup, \$10.01 owed on your account, My Account, Items Out, Requests (1), Fines & Fees (\$10.01), Saved Searches, Log Out), 'My Lists', and 'Saved Title Lists'. The main content area displays the title 'Change Hold Request' and the message: 'Pickup location was changed: "Where the crawdads sing"'. A green 'OK' button is centered below the message.

After clicking OK on the confirmation page you will see that your held item(s) are now showing that they are rerouting from the original pickup location to the new pickup location.

The screenshot shows the 'Requests' page for user PRACTICE, ELSA. The header and navigation are identical to the previous screenshot. The sidebar menu is also the same. The main content area shows the user's name 'PRACTICE, ELSA' and a 'Requests' section. A table lists the requests:

	Title	Status	Hold Position	Pickup Library	Format
<input type="checkbox"/>	 Where the crawdads sing by Owens, Delia, author.	Held (for 17 more days)		Rerouting from: DuPont Library to: Lakewood Library	

Below the table are three buttons: 'Change Pickup Location', 'Cancel Selected', and 'Suspend/Reactivate Selected'. There are also links for 'more information' and 'additional note'.