

10. Troubleshooting

If the catalogue won't let you renew the items on your card

You are unable to renew items through the web catalogue if:

- there are any outstanding bills on your card over \$10
- it has already been renewed 3 times
- the item has been placed on hold by another person
- it is an Inter Library Loans item (contact the library to renew)

If the system won't accept your PIN

- Contact the library to confirm your PIN

If you get a 'session timeout' message when you bookmark the catalogue

The best way to bookmark the catalogue is to go to the Yarra Libraries homepage: <http://www.yarracity.vic.gov.au/Library/>, right-click on the link to the catalogue (the first link on the left) and select **Add to Favorites...** in IE / **Bookmark this link** in Firefox.

If you want to log in only once to place holds on items

- You will know that you have logged in successfully if the **User ID** and **PIN** fields at the top of the screen disappear. Click **Logout** to leave your session.
- To avoid logging in each time to place a hold, log in only once at the top section of the catalogue.

If you can't place holds on items

There are a few special collections in the Swift Consortium (include TAFE and school libraries) that are not for general circulation. These include Cobram Secondary College items, Neerim South College items, and Ovens TAFE items

Please contact the library (email, phone or in person) if you have any queries about placing holds for Swift Consortium items.

1300 695 427

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