SUSPEND REQUESTS (formerly Freeze Holds)

- Log in to My Account with your barcode number and PIN
  YOUR PIN HAS CHANGED. It is the last 4 digits of the phone number in your account
  Click Forgot Your Pin? To reset it by email

Please enter your username or barcode, and PIN.

Username or Barcode: 

Create Username

PIN: 

Forgot your PIN?

Log In

Don't forget to log out...

- Click Requests on the left of the screen to see your list of requests

My Account

$0.30 owed on your account

My Record

Items Out (1)

Requests (1)

Pay Fines ($0.30)

Reading History (1366)

Saved Searches

Log Out
• You will see titles with the Status of **Active**
• Check the box next to the title to suspend (you can check more than one)
• Click the **Suspend/Reactivate Selection** button

![Request Table]

- [X] **Good girls lie** by Ellison, J. T., author
  - Status: **Active** (since 3/10/2020)
  - Hold Position: 10 of 10
  - Pickup Library: Wheaton Public Library

  ![Suspend/Reactivate Hold Requests]

  - New Activation Date: [ ]
  - (ex: mm/dd/yy)
  - Note: Enter today's date to reactivate requests. Are you sure you want to suspend/reactivate the following requests?

  - Submit  Back

![Request Table]

- [X] **Good girls lie** by Ellison, J. T., author
  - Status: **Active** (since 3/10/2020)
  - Hold Position: 10 of 10
  - Pickup Library: Wheaton Public Library

  ![Change Hold Request]

  - "Good girls lie" activation date set to 3/10/2021
  - OK

• Enter the date to reactivate the titles, up to 2 years in the future

• Confirm the **Change Hold Request** has updated to the correct date

• The Status of the request becomes **Inactive**
To Reactivate an Inactive request

- Check the box next to an Inactive title to reactivate (you can check more than one)
- Click the Suspend/Reactivate Selection button
- Enter today’s date to reactivate the request
- Confirm that the date is correct
- The Status of the request becomes to Active

Other Request Terms

- **Pending** – Requested item is available; wait for a hold pickup notice before coming in
- **Active** – Requested item is checked out or otherwise unavailable; wait for a hold pickup notice
- **Held** – On the self-serve holdshelf, waiting to be picked up
- **Inactive** – Requested item has been suspended and is waiting to be activated
- **Cancelled** – Request was cancelled or held item was not picked up in time