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Sometimes, you want to freeze a hold and then unfreeze it later. For example, if you're going on vacation for a month, you can freeze all of your holds while you're gone and then unfreeze them when you return. This ensures that you won't miss your requests. To freeze a hold:.....	5
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## How do I log on to my account? What is my PIN?

1. You can log in from [Encore](#). Find the login link in the upper right hand corner of the catalog page.

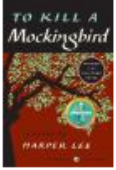


2. **Barcode:** Enter the number on the back of your library card (starting with 23090). Be sure to enter your barcode without spaces.
3. **Enter your PIN:** This is usually a 4 digit number that you chose when you signed up for a library card. If you know your PIN, you can change it once you're logged in. If you did not create a PIN when you got your card, try the last 4 digits of your home phone number. If you do not know your PIN, you can visit any LBPL location to reset your PIN or you can reset your pin using the "Forgot your PIN" link.

## How can I place a hold online?

1. Log in and find the material you'd like to place on hold.
2. Click on the Request It button.

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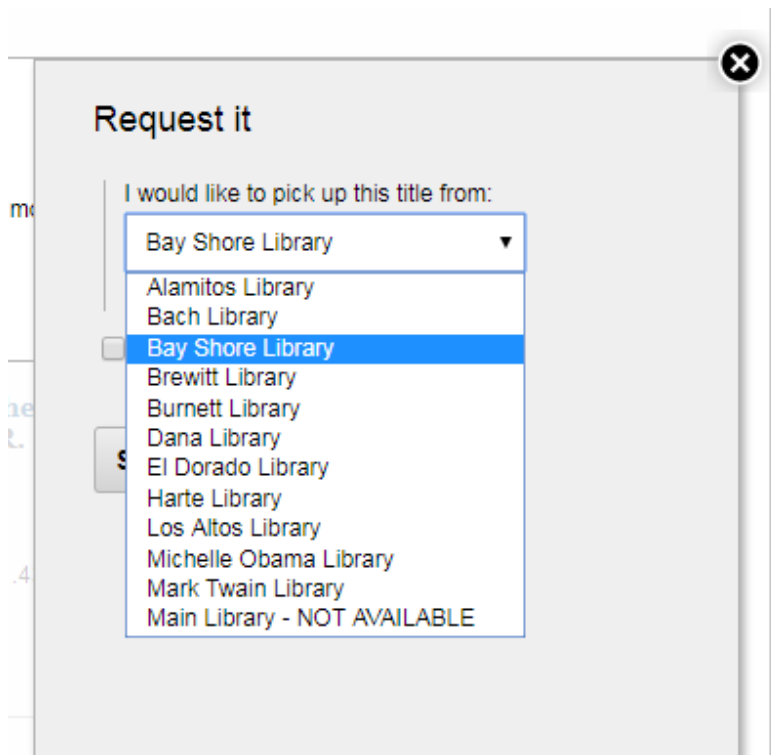
**To kill a mockingbird / Harper Lee**  
Lee, Harper.  
Books/Journals | 2011  
Available at Alamos Classics (FIC CLASSICS) plus 5+ more  
see all  
Copies on order

Request it

Additional actions:  
🛒 ✉️ +

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3. Select which Long Beach Public Library location you'd like to send the item to. Click the Submit button.



**Request it**

I would like to pick up this title from:

- Bay Shore Library ▼
- Alamos Library
- Bach Library
- Bay Shore Library
- Brewitt Library
- Burnett Library
- Dana Library
- El Dorado Library
- Harte Library
- Los Altos Library
- Michelle Obama Library
- Mark Twain Library
- Main Library - NOT AVAILABLE

4. To confirm that your hold was placed, click on My Account (upper right hand corner). Your hold will be displayed on the Main page.
5. You can also change or cancel your holds from this same screen. For more information, please ask a Librarian for help. Please note: There is a fee of \$1.00 for holds not picked up.

How can I see where I am in line for a hold?

1. Log in to [your account](#).
2. Place a hold on the title you want, then click on My Account.
3. Your holds will be listed on your main Account/Record page.
4. Under status, you can see what number you are in line for that particular title. For example: 3 of 4 holds.

The screenshot shows a library account interface. On the left is a navigation menu with items like 'Holds (1)', 'Reading History', 'Preferred Searches', 'My Lists', 'Checkouts (0)', 'Fines/Fees', and 'My eBooks (0)'. The main content area is titled '1 hold' and contains a table with the following columns: CANCEL, TITLE, STATUS, PICKUP LOCATION, CANCEL IF NOT FILLED BY, and FREEZE. A single row is visible for the book 'Becoming / Michelle Obama'. The 'STATUS' cell for this row is highlighted in yellow and contains the text '137 of 137 holds'. The 'PICKUP LOCATION' is 'Main Library - CLOSED' and the 'CANCEL IF NOT FILLED BY' date is '01-23-20'. There are 'Sort by Hold Requested Date', 'Sort by Status', and 'UPDATE LIST' buttons above and below the table.

CANCEL	TITLE	STATUS	PICKUP LOCATION	CANCEL IF NOT FILLED BY	FREEZE
<input type="checkbox"/>	Becoming / Michelle Obama.	137 of 137 holds	Pickup Location Main Library - CLOSED	01-23-20	Freeze <input type="checkbox"/>

5. The catalog will also show the total number of holds on a particular title before you place a hold.

## How can I freeze and unfreeze a hold?

Sometimes, you want to freeze a hold and then unfreeze it later. For example, if you're going on vacation for a month, you can freeze all of your holds while you're gone and then unfreeze them when you return. This ensures that you won't miss your requests.

To freeze a hold:

1. Log in to [your account](#).
2. From your list of holds, click the Freeze checkbox on the right, next to the item(s) you want to freeze (see sample image below).

Print

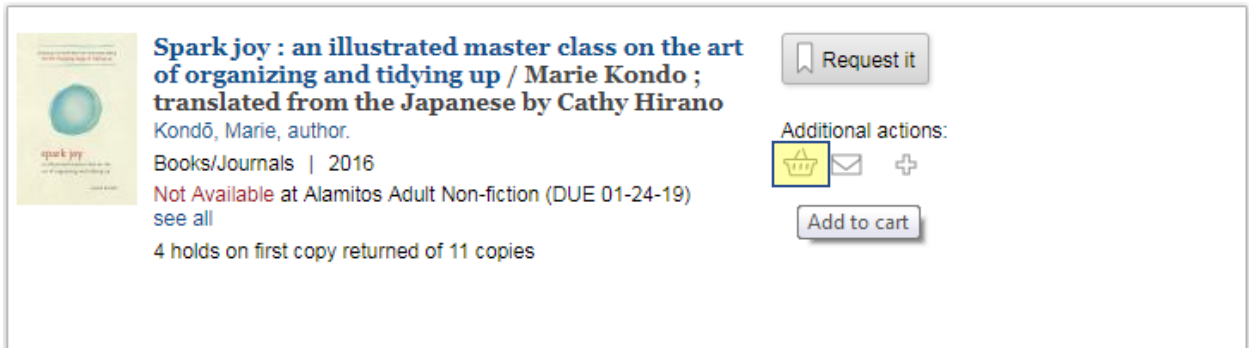
1 hold					
CANCEL	TITLE	STATUS	PICKUP LOCATION	CANCEL IF NOT FILLED BY	FREEZE
<input type="checkbox"/>	<a href="#">Becoming / Michelle Obama.</a>	137 of 137 holds	Pickup Location Main Library - CLOSED ▾	01-23-20	Freeze <input checked="" type="checkbox"/>

Sort by Hold Requested Date   Sort by Status   UPDATE LIST

3. Click the Update List button at the top or bottom of your list.
4. You'll see red text that states: The following hold(s) will be cancelled or updated, would you like to proceed? Click Yes.
5. Your hold is now frozen.
6. The process is the same for un-freezing holds. Simply un-check the Freeze holds checkbox and be sure to Update List and Click Yes.

How can I create a list of books that I want to request later?

1. Log in to [your account](#).
2. Do a search for the title you want to add to your list.
3. Once you've found a title, click on the Add to Cart button, located in the "Additional actions" section below the Request It button.




**Spark joy : an illustrated master class on the art of organizing and tidying up / Marie Kondo ; translated from the Japanese by Cathy Hirano**  
Kondō, Marie, author.  
Books/Journals | 2016  
Not Available at Alamitos Adult Non-fiction (DUE 01-24-19)  
[see all](#)  
4 holds on first copy returned of 11 copies

Request it

Additional actions:

Add to cart

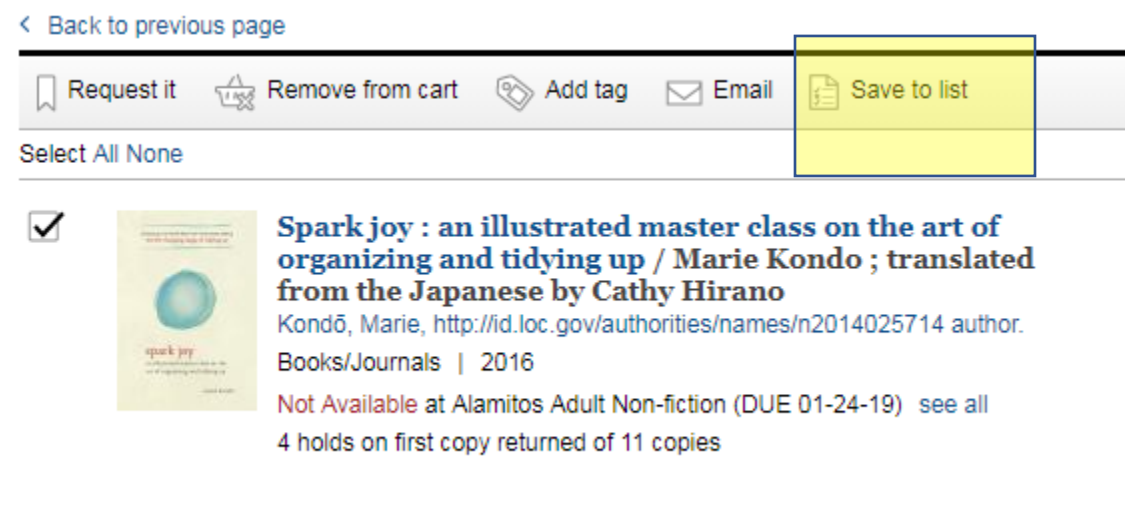
4. Repeat for a couple more titles, if you'd like. Don't take too long because the cart will eventually time out, but you should have enough time to add your titles.
5. Once you're ready, click on the My Cart link at the upper right, right next to your name.



My Cart (1 items) WU, AMBER B | Logout

LONG BEACH PUBLIC LIBRARY

6. You'll see the books in your cart. Click on the "Save to list" button in the middle of the menu.



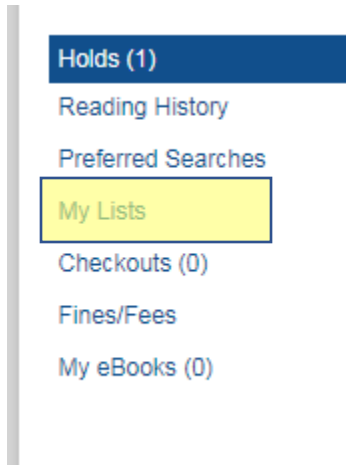
< Back to previous page

Request it Remove from cart Add tag Email Save to list

Select All None

**Spark joy : an illustrated master class on the art of organizing and tidying up / Marie Kondo ; translated from the Japanese by Cathy Hirano**  
Kondō, Marie, <http://id.loc.gov/authorities/names/n2014025714> author.  
Books/Journals | 2016  
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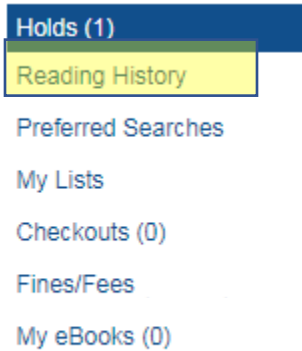
7. Click Create New List (the first time you make a list), select an existing list, or click on Save to a new list.
8. A popup window will open. Enter a name and short description for your list. Ex: Future Reads, books to request later.
9. Click OK.
10. You'll get a message like this: Created new list named Future Reads with 2 records.
11. You can continue to add items to your cart and add them to the same list or create a new list.
12. To see the list(s) you've created, click on the My Account link on the upper right of the page.
13. Click on the My Lists button.



14. Your list(s) will be displayed with the number of items on the list in parenthesis next to the name of the list. Click on the list to make changes or place requests in the future.

How can I keep a private list of the things I've checked out from the library?

1. Log in to [your account](#).
2. Click on the My Reading History button in the middle of your screen.



3. Click on the Opt In button.
4. A "No Reading History Available" message will display below the Opt In button. The next time you check out library material (books, DVDs, CDs, etc.), you will start building your reading history.

Please note: The default for library accounts is for the reading history to be off. You must opt in to activate your reading history. Your reading history is private and will only build from the point you opt in. You may delete specific records from your reading history by selecting the checkbox next to the item and clicking the Delete Marked Item button. If you change your mind later, you can always opt out and delete all items from your reading history.