Searching and Requesting in the Commonwealth Catalog

Searching

Please note: While not required, for best results, patrons and staff should log in prior to searching and requesting.

1. Enter search term(s)
2. Limit your search (optional)
    a. Use to select a search type - default is Keyword
    b. Use to select which network(s) to search - default is All
3. Press 'Enter' or click to view search results screen

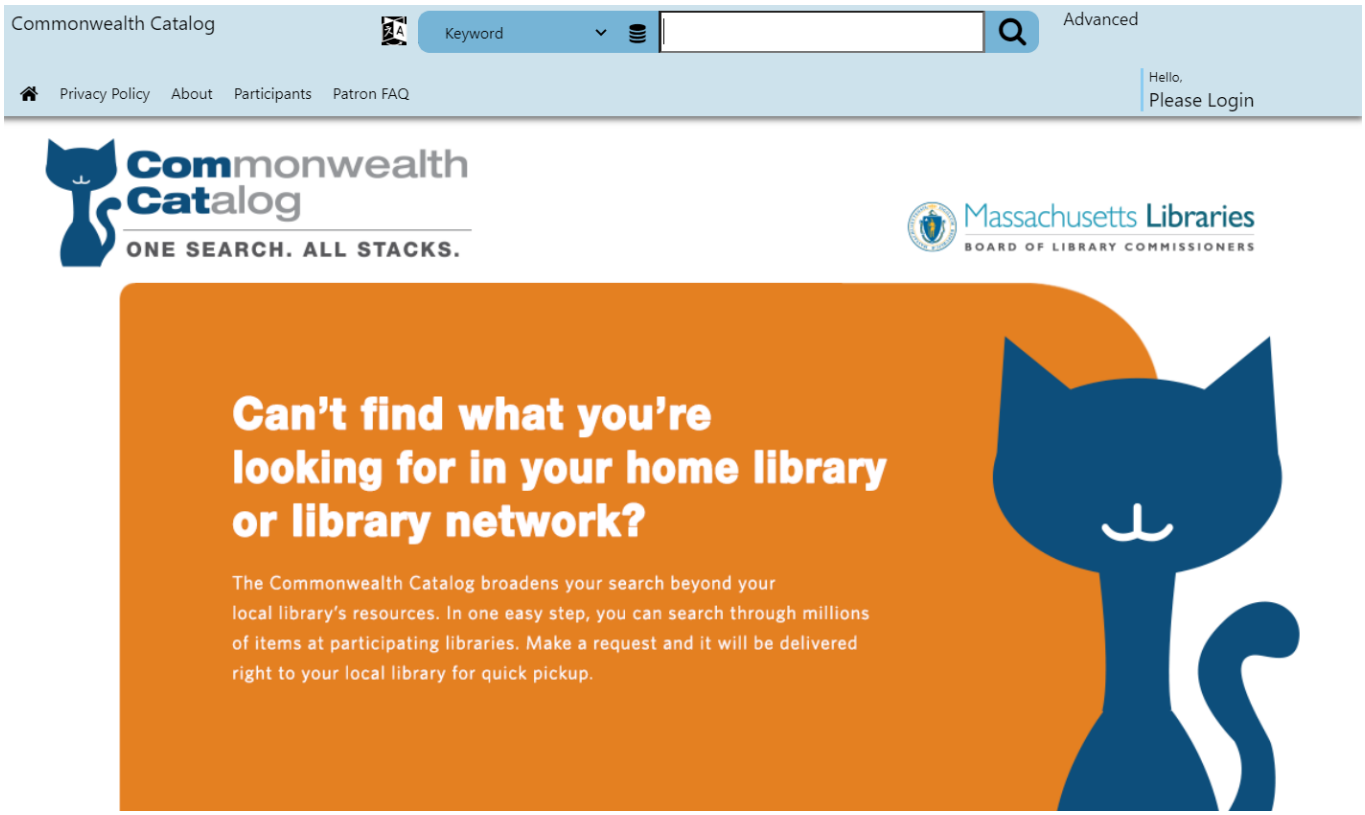
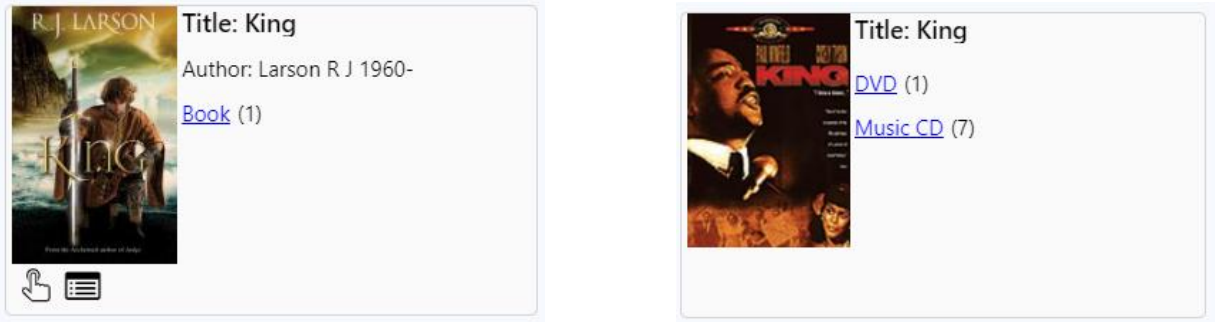


Figure 1 - Commonwealth Catalog Home Page

Note: After the initial search results load, further results may load in the background. This is to reduce screen flashing and load times. To load all results, press the "Add to Results" button when it appears.

4. Search results are clustered by title. Titles with multiple formats or editions are grouped together (figure 2)
   If a title only has one format or edition, there will be two action buttons below the title's cover art:
   - Request This Item – This takes the patron directly to a request form.
   - Save to your list – This allows the patron to add the title to a custom list.



5. Locate the title you want and click on the cover to view more availability details.

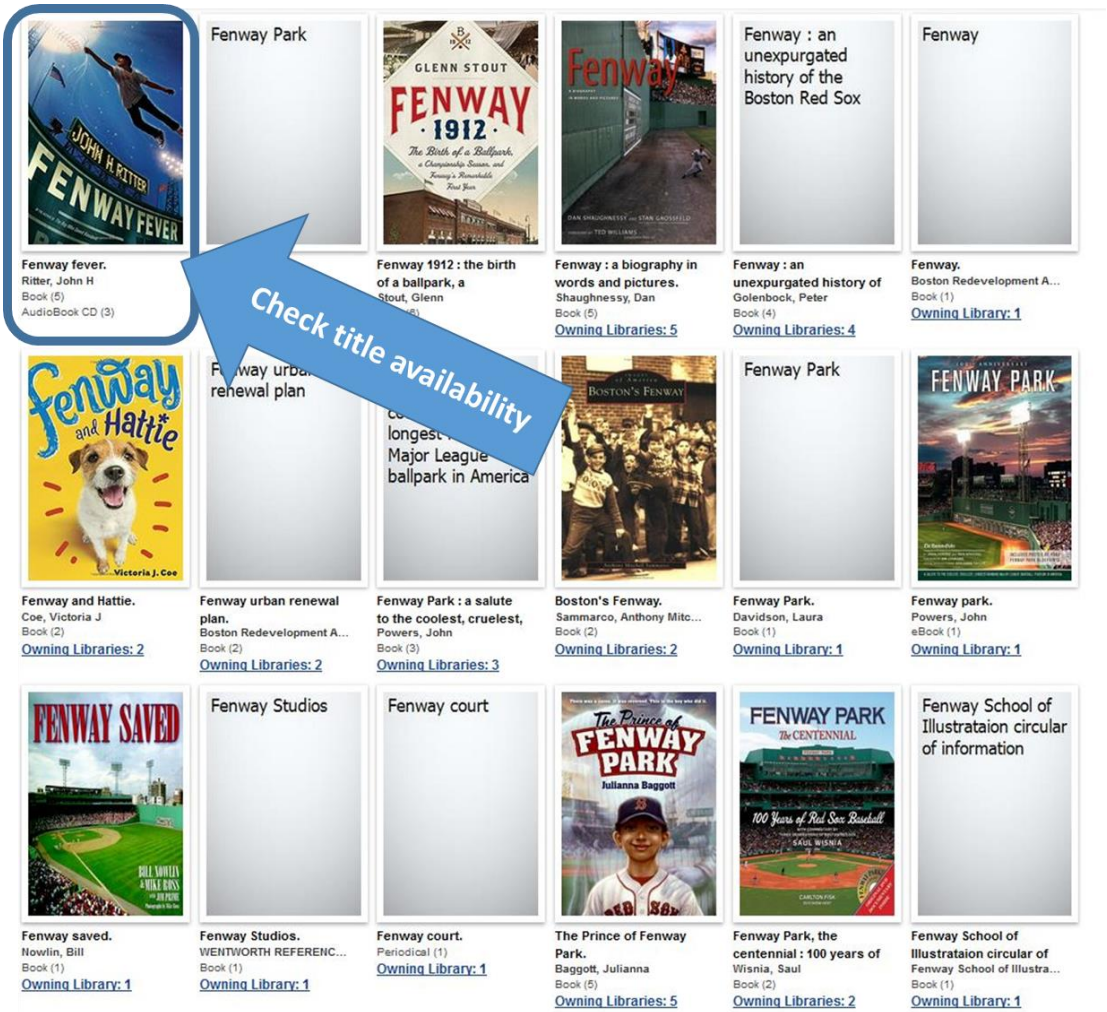


Figure 2 - Search Results Screen

6. If the title has multiple formats, or editions you will see a list (figure 3). If there is only one item you will see detailed information for that item (figure 4).

7. Click the **Request This Item** button to place a request or click on the cover image in the list to view detailed information about a specific item

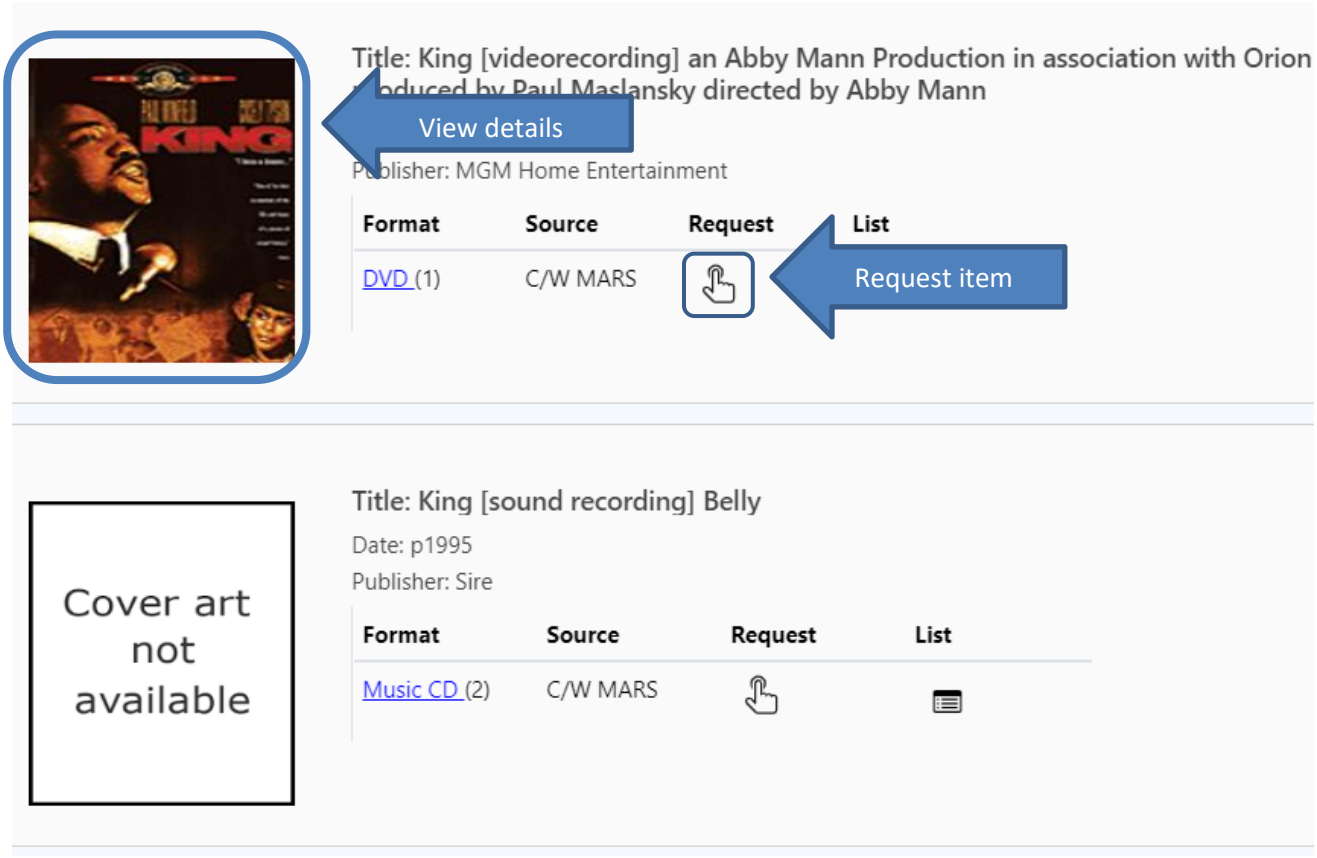


Figure 3 - A title with multiple formats or editions.

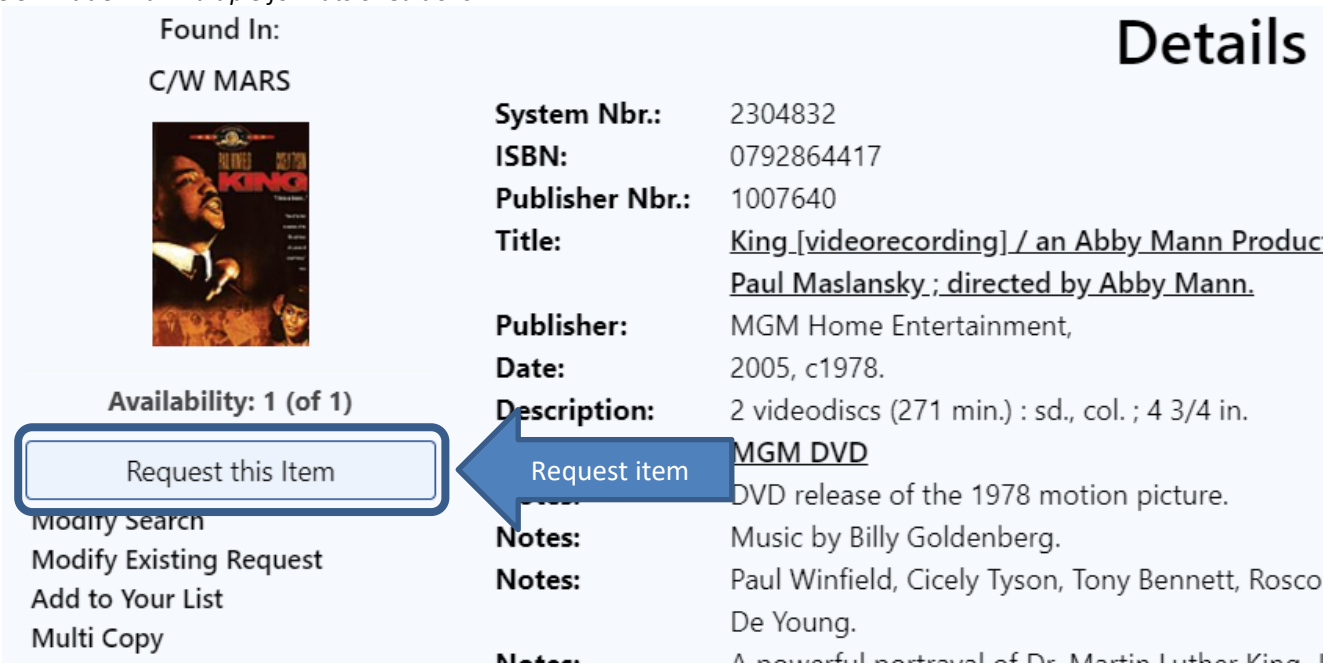
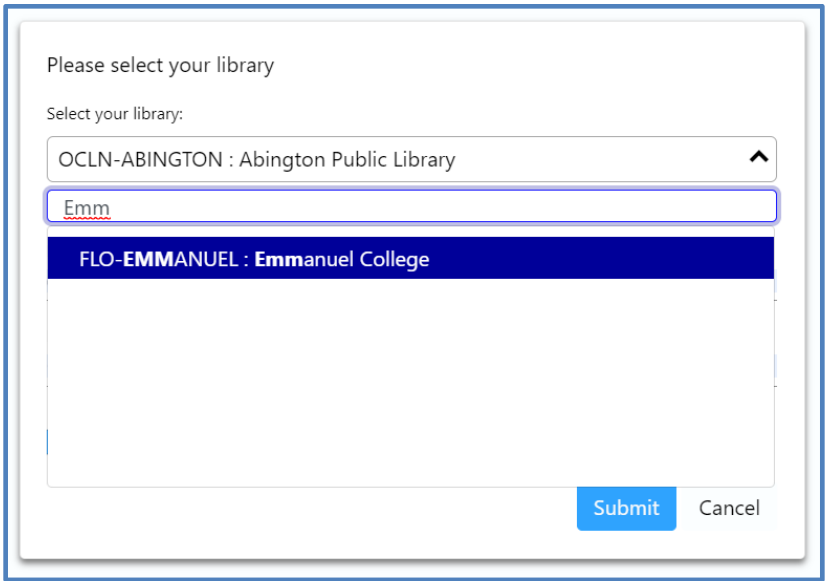


Figure 4 - detailed item information

Patron Requesting

Before you can place a request you will be asked to enter login credentials (figure 5):

1. Select your library
   Patrons can select their library by scrolling through the drop down list or by typing the library name or code in the box.



Library field will auto-fill as the user types

Note: The library selected upon the patron's first login will be permanently set as their "home" or "default" library for future logins and pick up locations for requests.

2. Patron's library card number or barcode
3. Pin (or Last name) - *Depends on network*

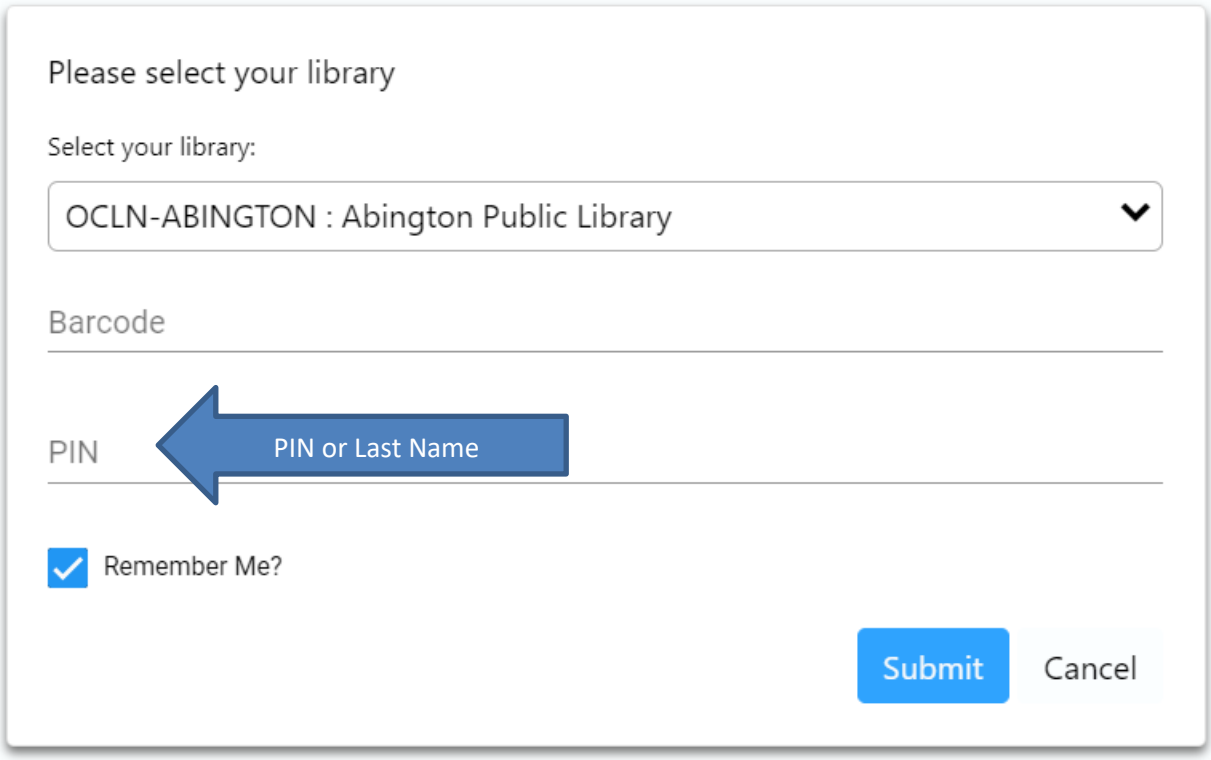


Figure 5 - Login Screen

4. After logging in, the ILL request page is displayed (figure 6). Confirm request information is correct and click 'Submit' button
    a. If an email or phone number does not pre-populate in the form, enter the information manually.

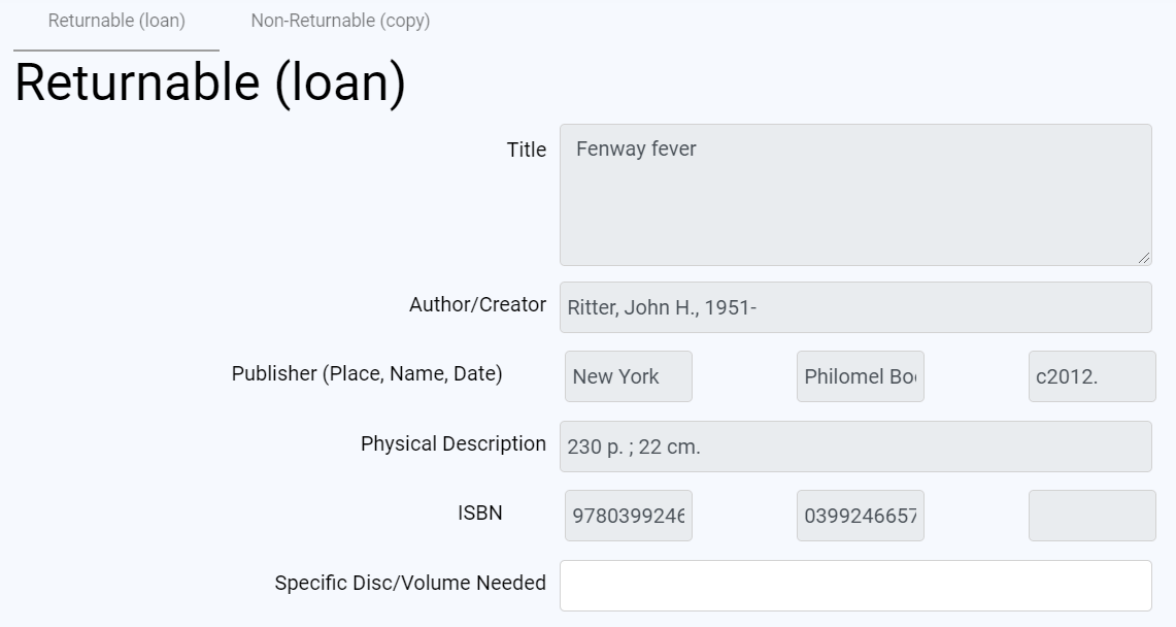
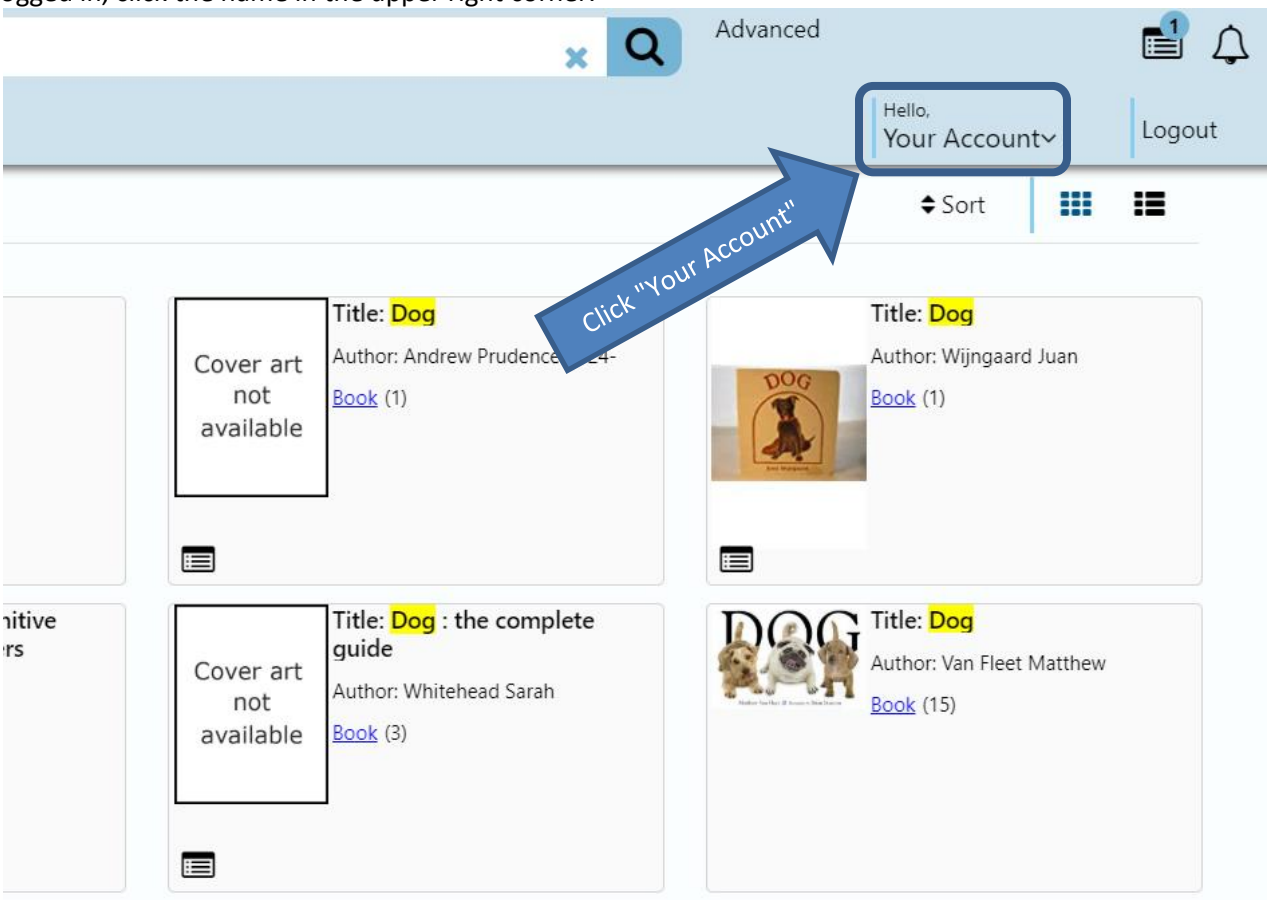


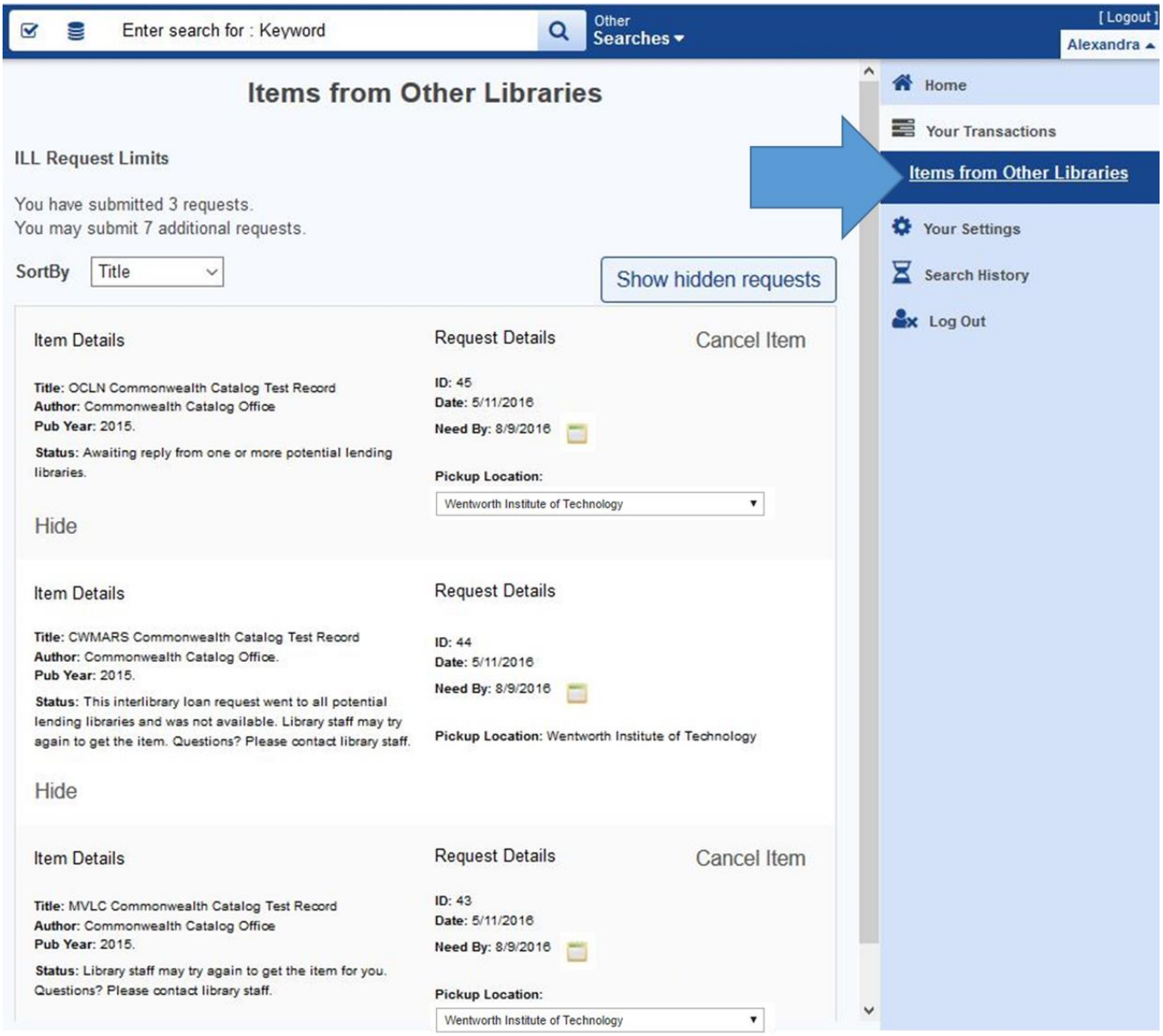
Figure 6 - ILL Request Page

Tracking or Modifying Requests in Your Account

Track request progress and manage the request using the “Your Account” feature.
When logged in, click the name in the upper right corner.



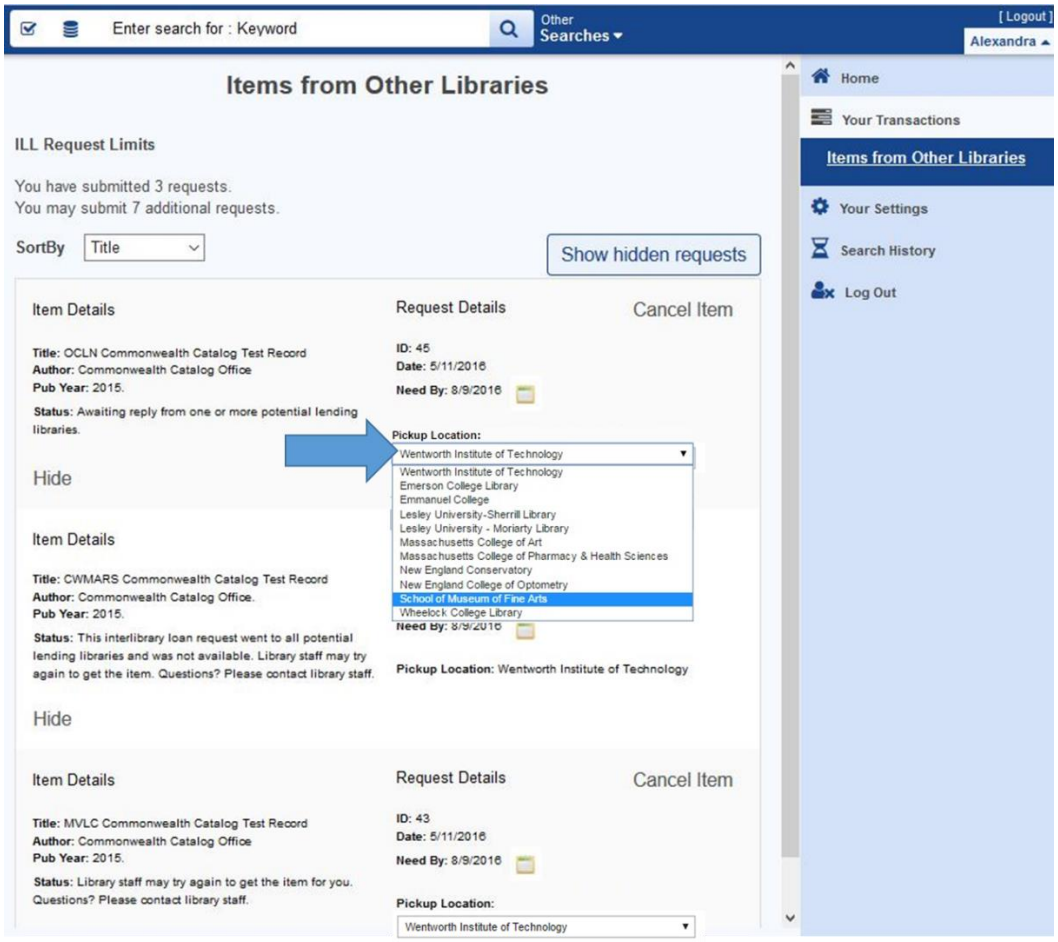
The **Items from Other Libraries** category shows active requests on the patron's account.



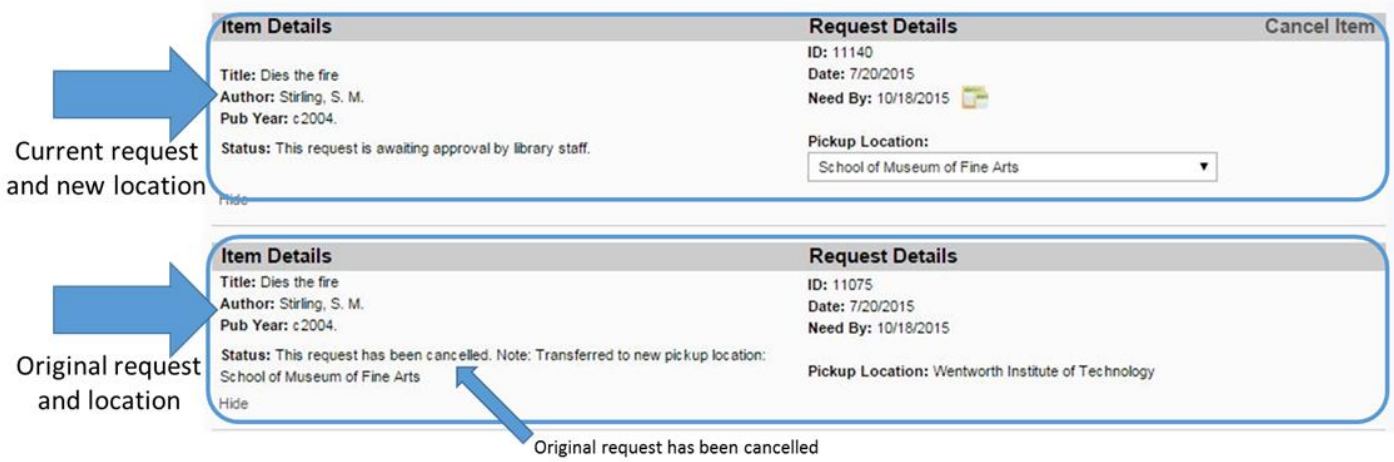
Change Pick-Up Location

Patrons can change the pick-up location for a request from the request window or in Your Account. If the location name displays as a drop down menu, the location can be changed. Once an item has Shipped, the location can no longer be adjusted and the drop down menu is no longer active.

Select new pick-up location

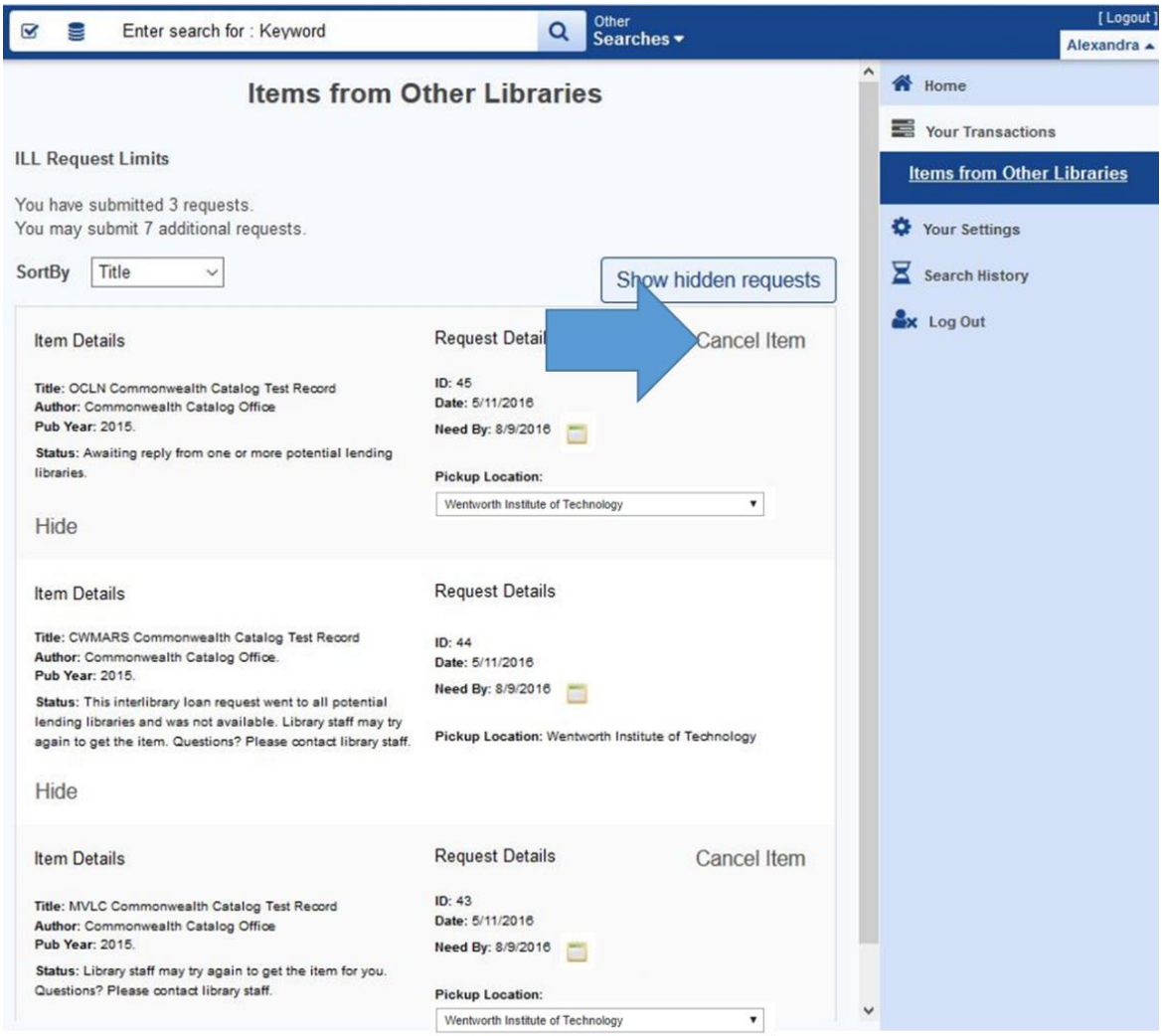


The page will automatically refresh. A new request with the new pick-up location takes the place of the original request.



Cancelling a Request

If a request has not yet been Shipped by the lending library, a patron can cancel a request. Click the grey "Cancel Item" text to the right of the request.



Confirm the cancel by clicking OK in the pop up window.
The request will remain in My Account until the lending library acknowledges the cancellation.
Patrons cannot cancel requests in the Unfilled status. Patrons *can* cancel items in Retry status.

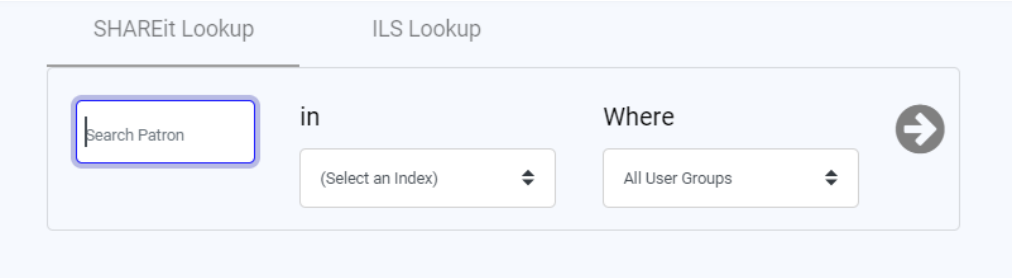
Checkout and Return

- The patron may check out the materials for 28 days.
- Renewals are not allowed by Commonwealth Catalog policy.
- The patron should return the item to the library where they checked it out.

Staff Requesting on Behalf of a Patron

- Log in as staff

- Go to item record and click Request. Staff will be prompted to search for the desired patron.



Note: A patron must have logged to ComCat in at least once in order for them to appear in the patron selection list.

- Select a patron.
- The request form will appear with the patron's information
- Click **Submit** to send the request.

When Staff request on behalf of a patron:

- The request is automatically approved and sent out, even if the patron's account is set to require staff approval
- Staff can override the "Duplicate Request" message – submit more than one request for the same item
- Staff can override if the item is available in their local system