

iSkills: Getting started in Oxford Libraries Placing hold requests in SOLO – video transcript

Hello and welcome to this iSkills video on placing hold requests in SOLO. We are going to look at how you can place hold requests on books that are out so that you will be next in line to borrow them when they come back.

Here we are in SOLO. Make sure that you sign in as that will enable you to see the request options. Search SOLO for the book you need as usual.

I want this book: 'Because internet: understanding the new rules of language'. I click on the title, and under Find & Request you'll see all the holding libraries. Choose the library that you wish to borrow from. I'm going to choose the Education Library.

This shows me that there's only one copy in the Education Library and it's out on loan. This is indicated by the due date in the availability column and by the green Request button that's appeared on the right.

If you place a request, it will be placed in a queue and activated when the book is returned, but bear in mind that there is no guarantee as to when that would be. The act of placing a request prevents the person with the book from renewing it, but does not ask them to return it any sooner than the due date shown.

Pressing the request button takes you to this screen, which confirms the location that you will pick the book up from - in this case, the Education Library.

To continue, press Send Request. You will see a green banner confirming that your request has gone through. When the book is returned, it will be placed on hold for you, rather than being put back on the shelf. You will receive a notification email from the library asking you to come and collect the book within a certain number of days before it becomes available to everyone again.

Thanks for watching!