

Your account at the Platteville Public Library

What can I do in my account?

- See what items you have checked out and when they are due back.
- Renew items that you have checked out.
- See what items you have requested.
- See if you have any fines.
- Check if the library has your correct address and phone number.

How can I access my account from home?

You can access your account from our online catalog.

- Go to <http://www.swls.org>
- On the map of the Southwest Wisconsin Library System at the bottom of the page, click on "Platteville" to bring up our online catalog.
- Click on the "My account" tab at the top of the page.
- Type in the 16-digit number from the back of your library card.

How can I renew items?

- From the "My account" page, click on "Checked out."
- Check the boxes next to the items you wish to renew. You may check more than one box.
- Click the "renew" button at the top or bottom of your list.
- Your new due dates will be listed for all items that you were able to renew.

Why can't I renew some of my items?

- You may only renew an item once. If you have already renewed an item, you will not be able to renew it again.
- If someone else has requested the item you have checked out, you will not be able to renew it.
- If your fines are over \$5.00, you will not be able to renew items from home.
- Art prints cannot be renewed.

How can I request an item?

You can request items from our library or from any of the libraries the Southwest Wisconsin Library System.

- Search the catalog (at <http://www.swls.org>) and find an item that you would like to request.
- When you click on the title of the item, you can see which libraries have the item.
- Click the "Request item" button on the right side of the screen above the copy/holding information.
- If you are not logged in to your account, you will have to enter the 16-digit barcode from the back of your library card.
- If you would like to pick up your items at a different library, choose a library from the drop-down menu.
- Click the "Request" button to confirm that you want the item.
- You will receive a phone call when your requested item is ready to be picked up at the library. Your request may take at least one week or longer, depending on the item availability.

Why can't I request an item?

- If an item is new to another library, they may not make it available for requests until their patrons have had a chance to use it first.
- You may only have ten items requested at one time.
- Some items are part of special collections so you may not be able to request them from another library.

Questions?

Call the library 348-7441 ext. 2 Or visit us at 65 S Elm St, Platteville WI 53818