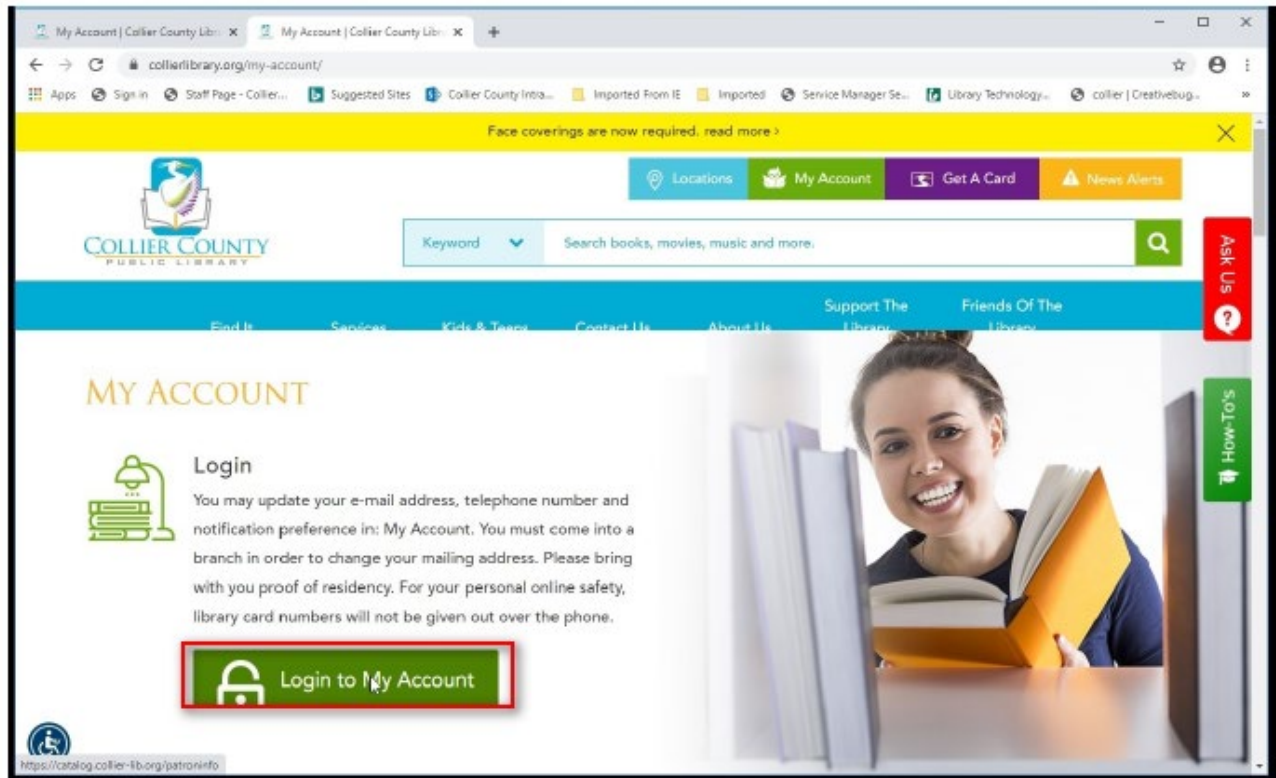


Freezing/Suspending Requests

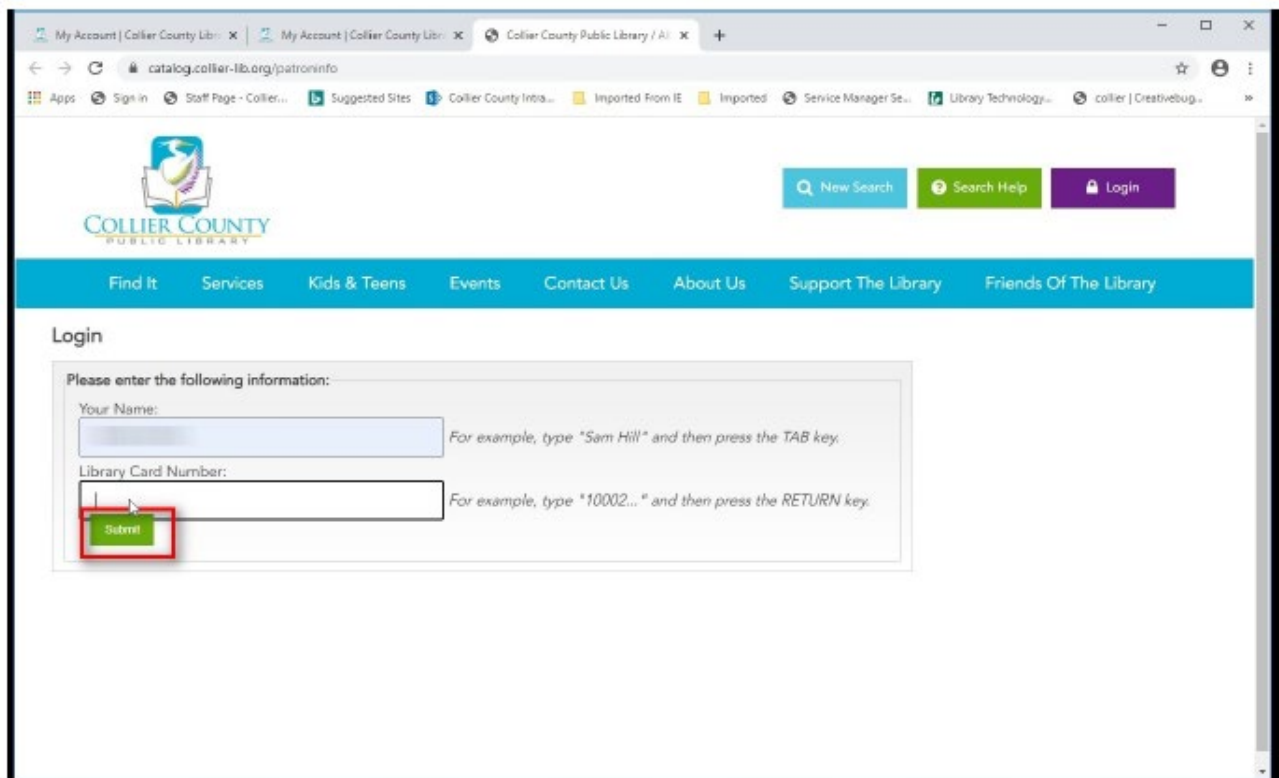
1. Click "Login to My Account"



2. Enter "Your Name"

3. Enter Your "Library Card Number"

4. Click "Submit"



5. Click on “request (holds)”

The screenshot shows a web browser window with the URL `catalog.collier-lib.org/patroninfo-51/1030436/items`. The user is logged in as PERERA, JANET R. The interface includes a search bar with a 'Keyword' dropdown and a 'Search' button. Below the search bar, there are buttons for 'Sort by Checked out', 'Renew All', and 'Renew Marked'. A table lists 2 items checked out:

RENEW	TITLE	BARCODE	STATUS	CALL NUMBER
<input type="checkbox"/>	The wicked sister / Karen Dionne.	0000220519193	DUE 08-26-20	FIC DIONNE
<input type="checkbox"/>	The Jersey sting : a true story of corrupt Poles, money-laundering rabbis, black market kidneys, and the informant who brought it all down / Ted Sherman and Josh Margolin.	0000210866646	DUE 08-31-20 Renewed 7 time	364.109749 SHE

At the bottom of the table, there are buttons for 'Sort by Checked out', 'Renew All', and 'Renew Marked'. In the left sidebar, a red box highlights the link '1 request (holds)'.

“FREEZE” the Holds

6. Check the box under “FREEZE” on all requests you wish to Freeze.

7. Click “Update”

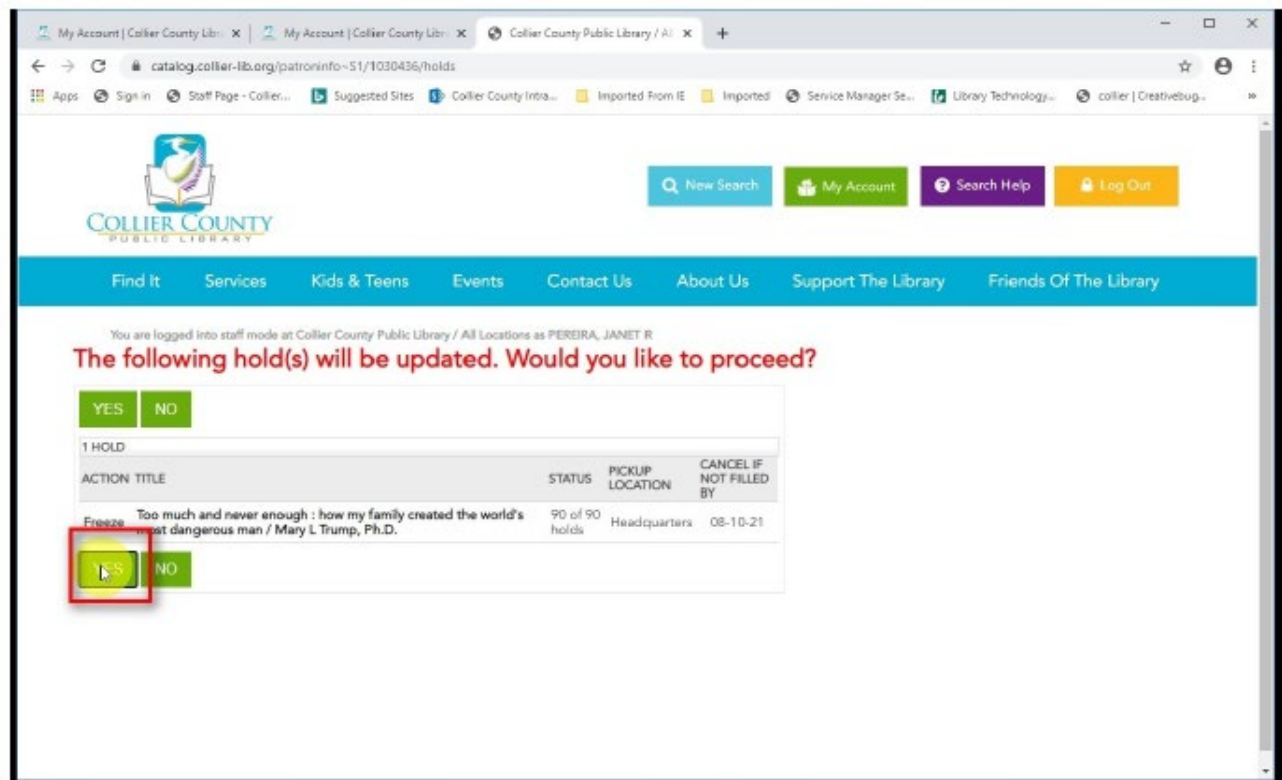
The screenshot shows the same web browser window, but the URL is `catalog.collier-lib.org/patroninfo-51/1030436/holds`. The user is still logged in as PERERA, JANET R. The interface includes a search bar and buttons for 'Sort by Request', 'Sort by Status', 'Cancel All', and 'Update List'. A table lists 1 hold:

CANCEL	TITLE	STATUS	PICKUP LOCATION	CANCEL IF NOT FILLED BY	FREEZE
<input type="checkbox"/>	Too much and never enough : how my family created the world's most dangerous man / Mary L. Trump, Ph.D.	90 of 90 holds	Pickup Location Headquarters	08-10-21	<input checked="" type="checkbox"/>

At the bottom of the table, there are buttons for 'Sort by Request', 'Sort by Status', 'Cancel All', and 'Update List'. A red box highlights the 'Update List' button, and another red box highlights the 'Freeze' checkbox in the table.

8. Click “Yes” to Update List

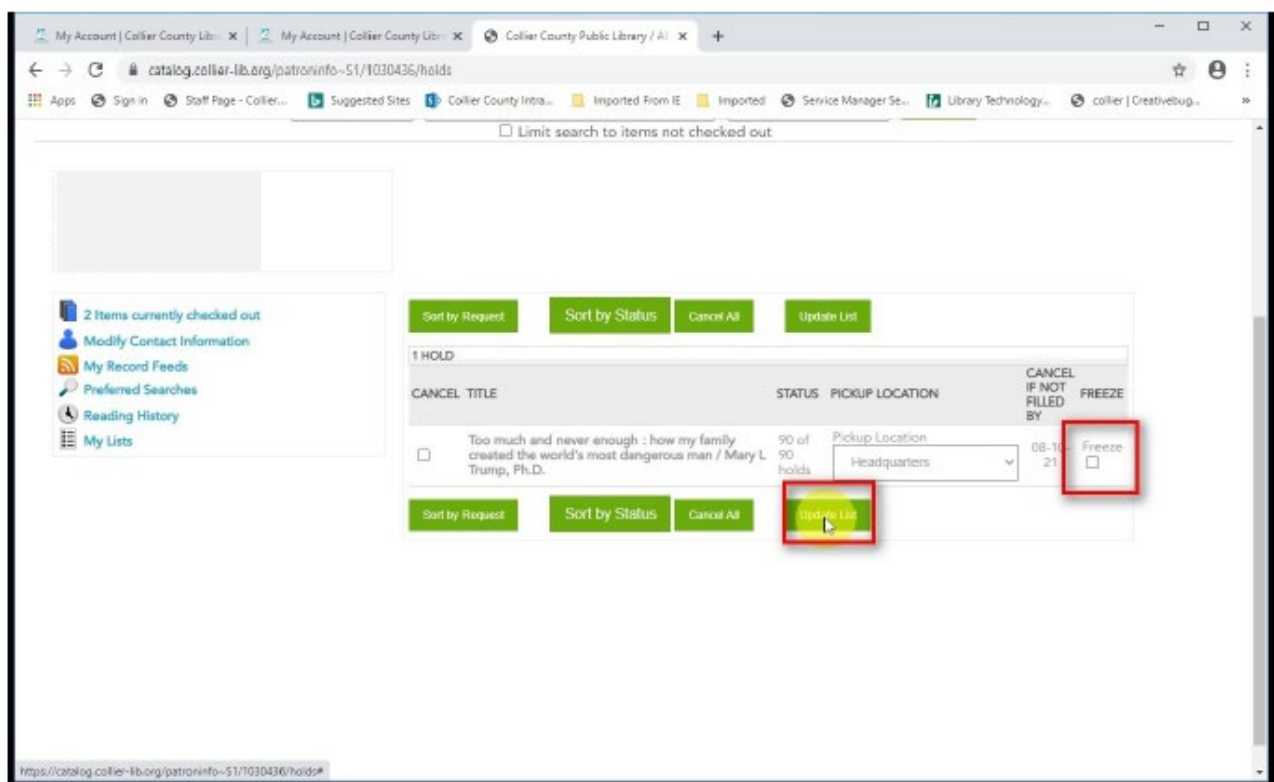
NOTE: Be sure to check your updated list, some items may not be available to “freeze”.



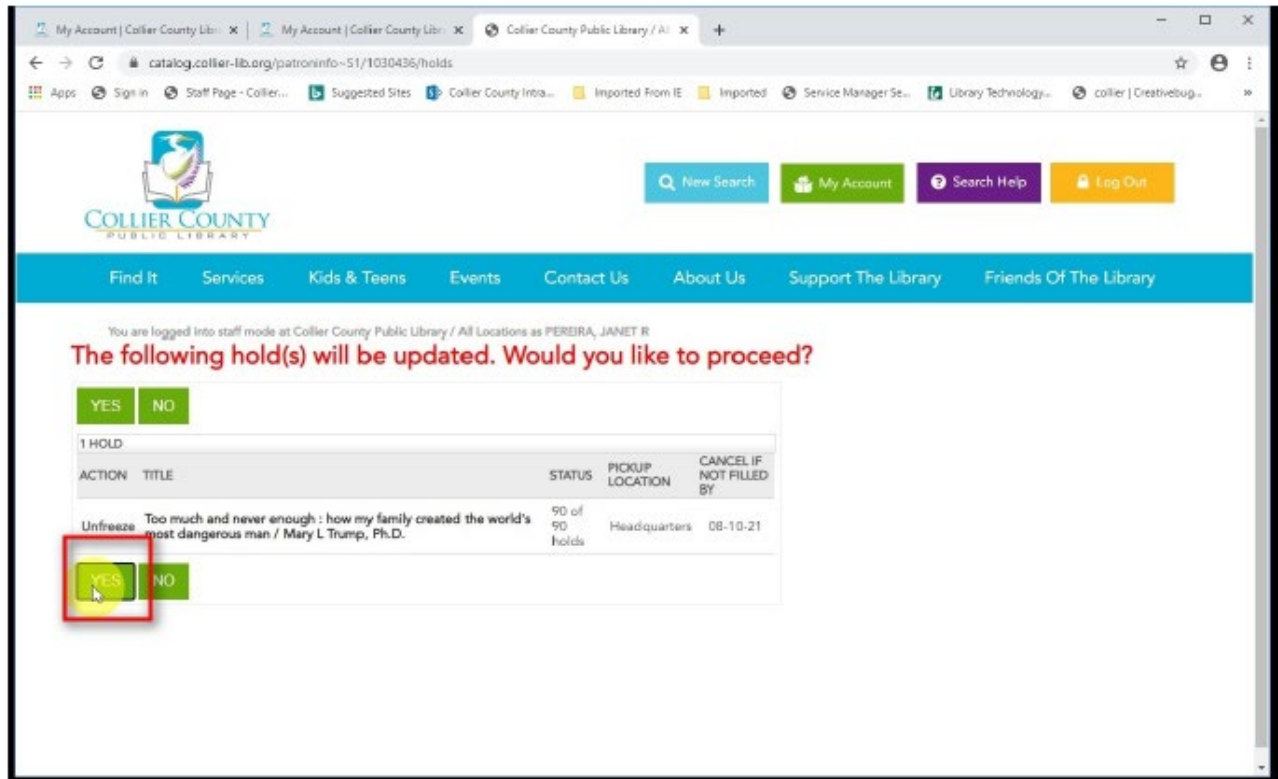
“UNFREEZE” the Holds

9. Uncheck “FREEZE” on all requests you wish to Unfreeze.

10. Click Update List



11. Click "Yes" to Update List



The screenshot shows a web browser window with the URL `catalog.collier-lib.org/patroninfo~51/1030436/holds`. The page header includes the Collier County Public Library logo and navigation buttons for "New Search", "My Account", "Search Help", and "Log Out". A blue navigation bar contains links for "Find It", "Services", "Kids & Teens", "Events", "Contact Us", "About Us", "Support The Library", and "Friends Of The Library".

The main content area displays a message: "You are logged into staff mode at Collier County Public Library / All Locations as PEREIRA, JANET R". Below this is a red heading: "The following hold(s) will be updated. Would you like to proceed?".

At the top of the dialog are two green buttons: "YES" and "NO". Below is a table with the following data:

ACTION	TITLE	STATUS	PICKUP LOCATION	CANCEL IF NOT FILLED BY
Unfreeze	Too much and never enough : how my family created the world's most dangerous man / Mary L Trump, Ph.D.	90 of 90 holds	Headquarters	08-10-21

At the bottom of the dialog, there are two green buttons: "YES" and "NO". The "YES" button is highlighted with a red square, indicating it is the target for the instruction.