

Public Access Catalog (PAC) Overview

PATRON ACCOUNT

Logging In

The catalog can be accessed by visiting <https://catalog.flls.org/polaris/>. Patrons should select their home library using the **Branch** menu at the top left of the screen or access the catalog link on a library's website. Click **Log In** at the top right. The username is the library card barcode, ex. D2000000001. The default password for all patrons is the last 4 digits of the phone number listed in their patron registration. Reminder to **Log Out** of the patron account when finished.

Please enter your Username or Patron Barcode Number(include the D, no spaces, 11 characters).
Password default is the last 4 digits of your registered phone number.

Username or Barcode:

Create Username

Password:

Forgot your password?

Log In

Important Information about Passwords

There is a procedure that runs every night that looks at each password field in the patron record and if it is blank, Polaris inserts the last 4 digits of their phone number. If this phone number contains any text, the password field is NOT filled in. Please do NOT insert any text in ANY of the voice phone fields. These fields are NOT text fields and should not contain ANY text. Rather than typing N/A or None, leaving the field blank is indication enough. The standard format for all phone numbers entered should be: 607-273-4074.

Forgot Your Password?

Patrons can have forgotten passwords sent to their email address if they have a valid barcode and a valid email address in their patron account. After entering in their barcode, the patron can click on the link **Forgot your password?** There will be a prompt to enter the barcode again and click on the **Submit** button. This can also be changed in Patron Registration in the Polaris client by a staff person.

Reset Password

If you've forgotten your password/pin, or want to create a password/pin, submit your Username or Barcode below.
If you don't have an email address registered to your account, please contact the library for assistance.

Username or Barcode:

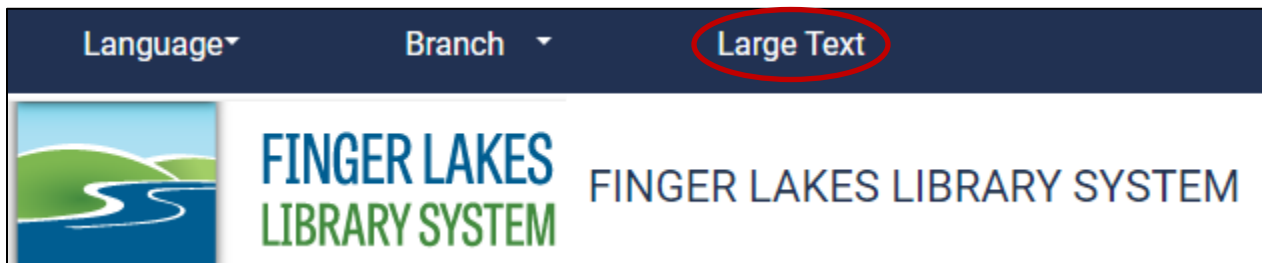
Submit Cancel

Failed Log-in Attempts

The library may limit the number of times a patron can attempt to log in without success. At the first attempt, the system starts timing the attempts to log-in, and a warning message appears at the first unsuccessful attempt. When the limit has been reached or 5 minutes have passed from the first attempt with no successful log-in, a message appears and the patron must wait 5 minutes before trying to log in again.

Changing the Text Size

If the patron is having trouble viewing the small font size, they can, at any time, click on the **Large Text** link located in the upper left hand side of the screen. This increases the size of the text during that current session.




Options in Patron Account









The **Patron Account** drop down menu allows the patron to log in and manage various aspects of their patron account. Patrons can change their account information, renew items, see and pay fines, cancel or suspend holds, read messages, turn on or off their reading history and manage saved searches.

In the **My Record** tab, patrons can...

- Change their account information such as, address, phone number, and email address
- Change their password
- Change preferences such as turning on and off their Reading History and changing the format of any email notification they receive


In the **Items Out** tab, patrons can...









- Renew items by clicking the box next to an item and then clicking on one of the green action buttons
- Click on the Request Details icon  to display loaning branch, date of checkout, due date, etc.

<input type="checkbox"/>	Title	Due Date ▲	Renewals Left	Call Number	Assigned Branch	Format
<input type="checkbox"/>	The book of lost things	8/23/2024	1	PLAYAWAY Connolly	Groton Public Library	 
<input type="checkbox"/>	 Girl missing	8/23/2024	2	PLAYAWAY Gerritsen	Moravia-Powers Library	 
<input type="checkbox"/>	 Whiskey Beach	8/23/2024	1	PLAYAWAY Roberts	Auburn-Seymour Public Library	 

Renew Selected Items Renew All Items Refresh eContent

In the **Hold Requests** tab, patrons can...


- Cancel a hold request
- Find their position in the queue
- Suspend or reactivate a hold request
- Click on the Request Details icon  to display status, expiration date, pickup library, etc.

<input type="checkbox"/>	Title	Status	Hold Position ▾	Pickup Library	Format
<input type="checkbox"/>	 The women by Hannah, Kristin, author, narrator.	Active (since 8/2/2024)	4 of 7	FLLS-Finger Lakes Library System	 
<input type="checkbox"/>	 The narrow road to the deep north : a novel by Flanagan, Richard, 1961- author.	Held (until 9/18/2024)		FLLS-Finger Lakes Library System	 
<input type="checkbox"/>	 The nightingale by Hannah, Kristin, author.	Held (until 9/17/2024)		FLLS-Finger Lakes Library System	 
<input type="checkbox"/>	 Bloodless by Preston, Douglas J., author.	Held (until 9/17/2024)		FLLS-Finger Lakes Library System	 

More information about Hold Requests on pg. 10.

In the **Fines and Fees** tab, patrons can view...

- Transaction dates
- Type of fee
- Reason for the charge
- Title of the item
- Amount of the fee
- Balance on their account

Clicking on the Request Details icon  next to a specific charge allows the patron to view the charge in greater detail including:

- Date of the charge
- Barcode of the item
- Call number of the item
- Due date of the item
- Material type of the item
- History of the charge with any payment made and the staff person who initiated the charge

Paying Fines with a Credit Card or PayPal

Patrons can pay fines via a credit or debit card. Fines must be \$5.00 or more.

1. The patron will Log in to their account on the library catalog. This can be done at home or at a designated PAC computer in the library.
2. Click on **My Account** and then **Fines & Fees**.
3. Check the box next to the fines to be paid and click **Pay Fines Now!**

4. A new page will open that allows the patron to review the fines they are going to pay, click **Continue**.
5. Next, the patron will fill in their payment information including: credit card information, name, address, and click **Pay Now**. *Note: Finger Lakes Library System does not keep patron credit card numbers or personal information.*
6. The patron will see a confirmation page and can then print the page for their records.

Reading History

A patron may elect to record and save titles of items that have read. This is referred to as their **Reading History**. The Reading History tab only displays in the patron's account if the patron is maintaining a permanent Reading List and has turned on that feature.

To turn on **Reading History**, click **Contact Information and Preferences** in **My Record**. Then check the box next to **Maintain reading history**. It is recommended that the patron turn on this feature via the PAC rather than have a staff member turn it on in Polaris, because of the warning below will display when this feature is turned on.

The feature you have selected is associated with personal data in your patron account. Such data may be accessed by law enforcement personnel without your consent. Do you wish to continue?

Titles are saved for 10 years or 9,999 titles. Information retained includes:

- Title
- Author
- Checkout Date
- Loaning Library
- Format

Patrons may delete selected records and change preferences at any time using the available commands.

SEARCHING

To select a specific type of search function, click on the **Search** drop down menu. A **Quick Search** appears when patrons first enter the catalog or by clicking on the library name or FLLS logo at the top left of the screen.

Quick Search

Quick library search:

- Multiple words - If more than one word is entered, results may include materials with the words in any order. To find the words in the exact order, begin the phrase with double quotation marks.
- Wildcard characters - Type a part of a word and use a wildcard character. The wildcard character asterisk (*) represents the rest of the word. For example, if King* is entered, the results include words such as King, Kingsley, and Kingford. The wildcard character question mark (?) represents exactly one character. For example, wom?n finds woman and women. If the question mark occurs at the end of a word, it does not act as a wildcard character. Also, typing a backslash character \ before any wildcard character results in the wildcard character being treated as text.

- Punctuation - Punctuation is usually ignored. However, include the following characters if they immediately precede or follow a letter or number (no space between): + # % \$

Keyword Search

Keyword search:

Search by: Any Field

Using: 1 selected catalog(s)

Limit by: All formats

Not finding what you want? [Expand search to libraries outside the Finger Lakes Library System.](#)

[More Search Limits](#)

A keyword search looks in the library catalog to find the exact keyword text.

Keyword Search with Limit by

1. Type a word or words in the search field. Suggested search terms may appear, either ignore the suggestions and continue to type the search term, or click a suggestion to search for that term. Click **Hide Suggestions** to stop this action. Click the small arrow in the search text box to show the suggestions after they have been hidden.
2. To limit a search, click the arrow symbol in the **Limit by** box, and select an option from the list. Example: To find only DVDs, select **DVD** in the **Limit by** list.
3. Click on the search icon
4. If the search is successful, search results will be displayed. Click on a title to learn more.
5. If no matches are found, there may be a “*Did you mean...*” suggestion. Click **More** to search by the suggested term. Other messages that may appear, include: “*No matches were found in the library catalog. Click here to search WorldCat*” or “*No titles found (0 hits) - Try these tips...*” with a list of tips.

Browse Searches

Search for: Subject

that begins with:

10 PER PAGE < Previous 10 Headings Next 10 Headings >

Browse Headings	#
Goats	40

When browsing the library catalog, type just the first few letters or numbers of the search term—an author’s name, a subject, a series name, a title, or a call number. The results list shows the portion of the catalog index that begins with that text. Scroll through the index to see more headings or listings. There may also be useful links to related headings or listings. When selecting a heading or listing in the index, information about the titles associated with the heading or listing will be displayed.

Phrase Searches

A phrase search looks for matches to multiple words, in the same order they were typed. Patrons might choose a phrase search when they know the phrase is part of a specific title, not necessarily at the beginning of the title.

Advanced Searches

Find: Any Field Keyword (ALL) |

And Any Field Keyword (ALL)

And Any Field Keyword (ALL)

And Any Field Keyword (ALL)

Go! Clear

[+ Add or exclude another set of search terms](#)

With advanced searching, patrons can do a complex, focused keyword search, combining several search terms and selecting a search field for each one. Patrons do not need to know any special commands to do advanced searching.

Connecting Search Terms (Operators)

Combine search terms with the following connector words (also called logical operators, or Boolean operators):

- **And** - Search results must match the search text before And, and the search text after And. *Example:* A search for Subject: planets And Author: Asimov finds only the works written by Asimov about planets. Any works about planets by other writers and any works by Asimov about other subjects are not found.
- **Or** - Search results can match the search text before Or, the search text after Or, or both search terms. *Example:* The search Any field: planets Or Author: Asimov finds all works written by Asimov, as well as all works containing the word planets in any search field regardless of the author.
- **Not** - Search results must match the search text before Not, but must not include the search text after Not. *Example:* A search that specifies Any field: planets Not Author: Asimov finds works containing the word planets in any search field, except works by Asimov.

Saving Searches

Patrons can set up and save searches, and have them run automatically once a week or once a month. Patrons also run a saved search manually, any time. Each time a saved search is run, the search looks for results that are new since the last run. Saved searches can be viewed and edited at any time. The results of saved searches are automatically sent by e-mail to an address specified.

Instructions for saving a search:

1. Set up and run a keyword, phrase, exact, advanced, or Boolean search.
2. The search results are displayed. This set of results, even if it contains no titles, is the basis for the first automatic search, which looks for titles that are new since the search ran. Each automatic search looks for titles new since the last time the search ran.
3. Click **Save Search** at the top left of the page, under the menu headings.
4. Log in, if needed.
5. The Save Search form will be displayed. *Note: If this is the first time a patron saves a search, a consent message may be displayed. It is recommended to read the message and click Yes to continue or No to stop.*

The feature you have selected is associated with personal data in your patron account. Such data may be accessed by law enforcement personnel without your consent. Do you wish to continue?

Yes

No

6. Supply information for the saved search:
 - **Search name** - Type a name to identify the search in the list of saved searches.
 - **Email results to** - Type the e-mail address that should receive the results.
 - **Email format** - HTML or plain text. Select the format preferred for e-mail. The selection applies to all saved searches.
 - **Email if no results** - Check the box to receive an e-mail message when an automatic search returns no new results.
 - **Search frequency** - Specifies how often the saved search is automatically run (Weekly, Monthly, or Suspend).
 - **Number of times to run** - Type the number of times that the saved search should be run automatically. The library sets a maximum number for this setting.
7. Click **Save Search**.
8. The search is saved. Click **Back** to return to the search page.

View and Edit Saved Searches









View and edit settings for saved searches at any time. If logged in, click **Show All** beneath the Saved Searches list at the side of the page. Select **Saved Searches** on the **My Account** menu. The Saved Searches page in the library account includes the settings specified when saving each search, and the current status of the search.

1. Click the name of the search in the Saved Searches list at the side of the page, or in the Saved Searches page of the library account.
2. The search form is displayed.
3. Edit the fields on the Save Search form.
4. Click **Save Search** to save changes to the search.

Item Availability

When viewing an item, click **Local Availability**. If it says, **1 (of 1)** as it does in the example below, that means the patron's local library owns a copy and it is physically at the library and available. However, if it says **0 (of 1)** that means the local library owns a copy, but it is not available right now; it is either currently checked out, in repair, etc.

If Local Availability is not listed, but **System Availability** is displayed then the local library does **not** own a copy. But, the item is available elsewhere in the Finger Lakes Library System and can most likely be requested.

  2017  	1. <i>I know a secret</i> by Gerritsen, Tess, author. ... Rizzoli and Isles : <i>I know a secret</i> ... Publisher, Date: New York : Ballantine Books, [2017] Description: 318 pages ; 25 cm. Series: Rizzoli & Isles novels Edition: First edition. Local Availability: 1 (of 1) System Availability: 18 (of 18) Current Holds: 0	 AVAILABILITY  FULL DISPLAY  PLACE HOLD  ONE-CLICK REQUEST Add to List
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Call Number

To view a Call Number, click on the title of the book, the book jacket, or click on the words **Availability**. A screen will pop up and show the Call Number for the item as well as the status of the item, shelf location, etc.

1. I know a secret, Gerritsen, Tess, author. (2017)

Call Number	Shelf Location	Status	Type
▼ Apalachin Library (1 of 1 available)			
▼ Adult Fiction			
<input type="checkbox"/> F Gerritsen		In	Book
▼ Auburn-Seymour Public Library (1 of 1 available)			
▼ Adult Mystery			
<input type="checkbox"/> CRIME Gerritsen Rizzoli #12	Crime Fiction	In	Book

Close

Narrow your search results

When search results are displayed, the area at the side of the page shows **Narrow your search** filters. The number next to each filter indicates how many titles in the search results have that characteristic. Select a filter to focus the search results.

Narrow your search

Assigned Branch

Local

Tompkins County Public Library [Ithaca] (136)

Other

Auburn-Seymour Public Library (47)

Cortland Free Library (45)

Dryden-Southworth Library (22)

Waverly Free Library (22)

More>>

Type of Material

Book (253)

Electronic Resources (56)

Sound Recording (44)

Audio Books (40)

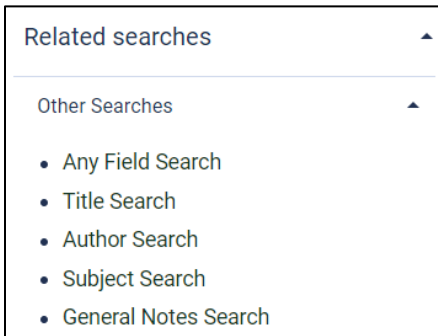
The filter links are organized by category, such as

- Assigned Branch
- Type of Material
- Subjects
- Authors
- Series
- Publication Date
- Popularity
- Target Audience
- Language & More

1. With search results displayed, view the links under **Narrow your search** at the side of the page.
2. Click a link under a category to filter the search results by that link. The search results page displays filtered search results. At the top of the **Narrow your search** list, each filter selected will be displayed with a check mark. Continue to make selections to further filter the results.
3. To remove a filter, uncheck the filter at the top of the list.

Related Searches

When search results are displayed, the area at the side of the page shows **Related** search links.



These links launch different searches using the original search text.

The filter links are organized by category, such as

- Subjects
- Authors
- Series
- Other Searches

My Lists

Patrons can save search results with **My Lists**. This feature allows patrons to save items in list format. A **Working List** refers to a temporary list that is created as patrons add titles during a search session. When exiting the library catalog, a working list will be lost unless the patron logs in and saves the list. Adding titles from the working list to a saved list can be done by using the available commands.

When logged into a **Patron Account**, there will be a section entitled **My Lists** on the left side. Here patrons can **Create new saved list...** or access, edit, and/or delete a **Saved List**.

To create a new list, click on the **Create new saved list** link. Type in a title of this new list and click on **Create List**.



After creating a list, click on **Add to List** when viewing an item. A small window will pop up displaying the titles of all the available **Saved Lists**. Click on the desired list and it will now say "added" next to the title. *Note: It would be more efficient to log in and create a new list prior to adding items.*

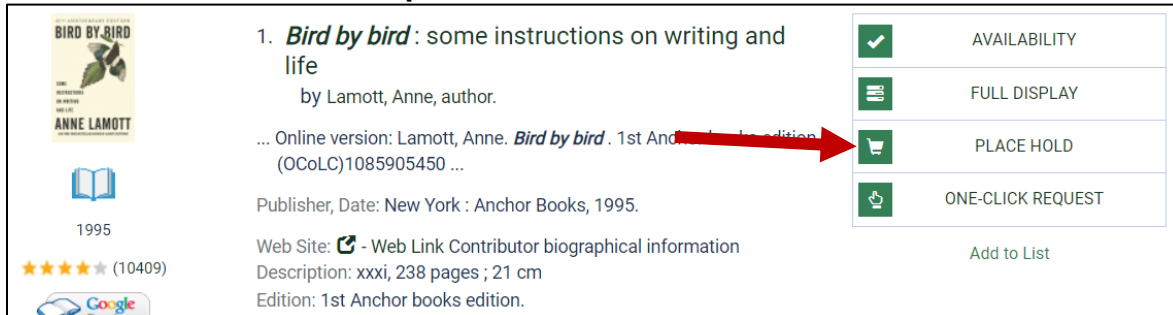


HOLD REQUESTS

Placing Holds

99% of the time patrons will need to place a “Bib Level” hold request, which means that regardless of who owns the item, the first available copy will satisfy the hold request.

1. Conduct a **Search** and identify the item to request.
2. Click on the **Place Hold Request** link.



1. *Bird by bird*: some instructions on writing and life
by Lamott, Anne, author.

... Online version: Lamott, Anne. *Bird by bird*. 1st Anchor books edition. (OCoLC)1085905450 ...

Publisher, Date: New York : Anchor Books, 1995.

Web Site: - Web Link Contributor biographical information

Description: xxxi, 238 pages ; 21 cm

Edition: 1st Anchor books edition.

AVAILABILITY

FULL DISPLAY

PLACE HOLD

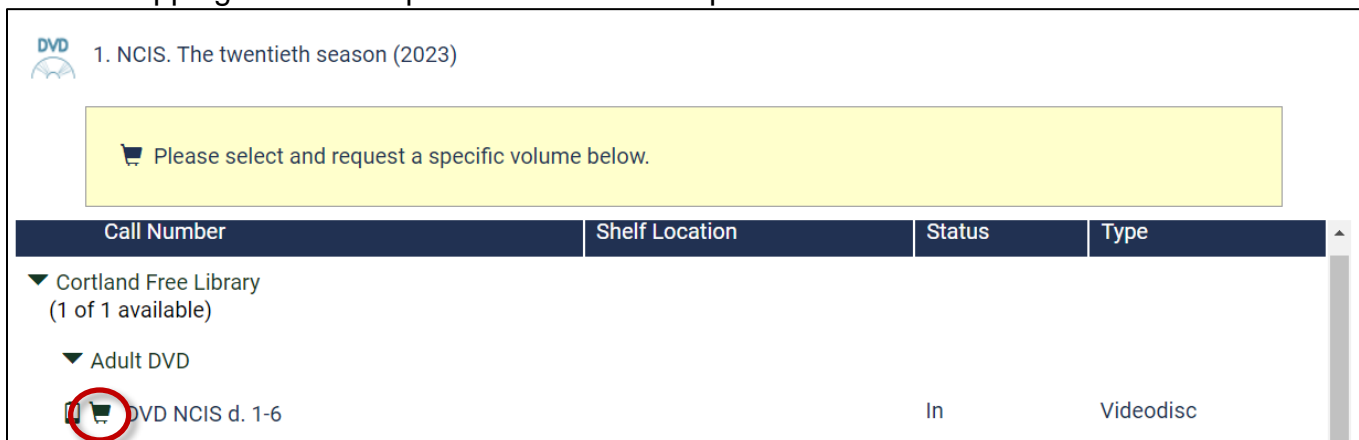
ONE-CLICK REQUEST

Add to List

3. Log in, if needed.
4. Make sure the correct pickup library is selected and click on **Submit Request**.
5. Click on **Close**.

Placing Volume-Level Holds

If the requested title has multiple discs, the patrons will be prompted to select a specific volume. Click on the shopping cart icon to place a hold on that specific volume.



DVD 1. NCIS. The twentieth season (2023)

Please select and request a specific volume below.

Call Number	Shelf Location	Status	Type
▼ Cortland Free Library (1 of 1 available)			
▼ Adult DVD			
DVD NCIS d. 1-6		In	Videodisc

View and/or Cancel Hold Requests

Click the **Hold Requests** tab to view current hold requests.

The following statuses are common listings:

Active - The request for the item is active and waiting for the item to become available.

Pending - The lending library has earmarked the item for the patron.










Shipped - The item is being sent from a member library to the patron’s home library to fill the request.

Held - The item has reached the Circulation Desk and is waiting for the patron to check it out. This is when an email or mail notice is generated informing the patron that the item is on hold.

Cancelled - The request has been cancelled. This list will also show cancelled hold requests for 60 days before they are deleted.

Unclaimed -The item was held for the patron at the library, but it was never picked up. Items usually transfer to this status after 10 days.

Inactive - The request will remain inactive and not filled until the activation date has been reached.

	Title	Status	Hold Position ▼	Pickup Library	Format
<input type="checkbox"/>	 The women by Hannah, Kristin, author, narrator.	Active (since 8/2/2024)	4 of 7	FLLS-Finger Lakes Library System	 
<input type="checkbox"/>	 The narrow road to the deep north : a novel by Flanagan, Richard, 1961- author.	Held (until 9/18/2024)		FLLS-Finger Lakes Library System	 
<input type="checkbox"/>	 The nightingale by Hannah, Kristin, author.	Held (until 9/17/2024)		FLLS-Finger Lakes Library System	 
<input type="checkbox"/>	 Bloodless by Preston, Douglas J., author.	Held (until 9/17/2024)		FLLS-Finger Lakes Library System	 

To cancel a request, simply place a checkmark in the box next to the request and left click on the **Cancel Selected** link. A window will display, click **Submit** to cancel a request.

Suspending and/or reactivating a request allows patrons to select a specific request and suspend it for a determined period of time. Let's say the patron is going on vacation for a month and they don't want any requests to come in while they're gone. They can suspend a request until a particular date and the request is reactivated on the date specified. This maintains the patron's position in the hold queue. From the Request Screen, select **Suspend/Reactivate Selected**. Select the date for the request is to be reactivated and click on **Submit**.

Suspend/Reactivate Hold Requests


New Activation Date: (ex: mm/dd/yy)

Note: Enter today's date to reactivate requests.
Are you sure you want to suspend/reactivate the following requests?

Out-of-System ILL

There is also the option to order an Out-of-System Interlibrary Loan item. We cannot fulfill requests for the following materials: books published in the current year, video recordings, sound recordings, or electronic resources. No local items may be requested. Other exclusions may apply.

After unsuccessfully searching for an item, the patron may be presented with the option to check WorldCat for an item.

Keyword search: 

Search by: ▼ Using: 1 selected databases

Limit by: ▼

[More Search Options](#)

Not finding what you want? Expand search to libraries outside the Finger Lakes Library System.

Patrons may also click on "Not finding what you want? Expand search to libraries outside the Finger Lakes Library System" anytime during a search.

In the window that pops up, click in the box next to WorldCat. Then click **Set Databases**.

1 database selected (10 allowed)

Some databases are not available to all catalog users in all locations.
Why these databases?

Finger Lakes Library System

WorldCat (Out of System Inter-Library Loan)

Set Databases Clear Close

The search results will look very similar to regular, local items in the system. The search will reveal more results, when the desired item is found, click on **Place Hold**. Select the desired pickup library and click **Submit**.

2012

1. *Tom Jackson's live music method*: all roads lead to the stage ; your backstage pass to a successful *music* career.
by Jackson, Tom (Music producer)

... Includes a Jaxicon (p. 432-440), or " *Tom Jackson*' s lexicon of terms used in teaching *Live music method*"--Page 432. ...

Publisher, Date: [U.S.A.] : *Tom Jackson* Productions : PCG Business, ©2012.

Description: 442 pages : illustrations ; 24 cm

Source: WorldCat (Out of System Inter-Library Loan)

FULL DISPLAY

PLACE HOLD

Add to List

The patron will be presented with a warning about possible overdue fees. Click **Continue**. FLLS, through participation in the (OCLC) ILL network, will then request the item on the patron's behalf. The patron will be notified when the item is available for pickup at their library.



Questions? Comments? Contact:

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