

View or Cancel a Hold Request

- Log into your account.
- Click on **My Account** and then **Hold Requests**. A list of your requests will display.
- To cancel a request, click in the box next to the item, and click on **Cancel Selected**.
- You can also change the Pickup Location. Click the box next to the item, click on **Change Pickup Location**, and select a new location.

Note: *If there is no check box next to an item, you will have to contact your local library for assistance.*

Suspend and Reactivate Hold Requests

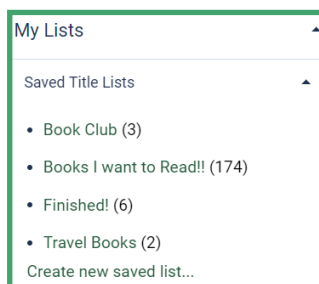
On occasion you may need to temporarily suspend a hold request. For example, you may be going on vacation and won't need new items until you return.

- Log into your account.
- Click on **My Account** and then **Hold Requests**. A list of your hold requests will display.
- Click in the box next to the title you wish to suspend.
- Click on **Suspend/Reactivate Selected**.
- Enter in the new **Activation Date**.
- Click on **Submit**.
- Your hold request will not be filled until the new activation date has been reached.

Using My Lists

My Lists is a feature in the library catalog that allows you to save specific items in a list format.

A **Working List** refers to a temporary list that is created as you add titles during a search session. When you exit the catalog, your list is gone. However, you can save these search results for review and editing the next time you access the library catalog as long as you are a registered library patron.



When you log into your patron account, you will see a tab labeled **My Lists** on the left hand side. Here you can create a new saved list or edit/delete a saved list.

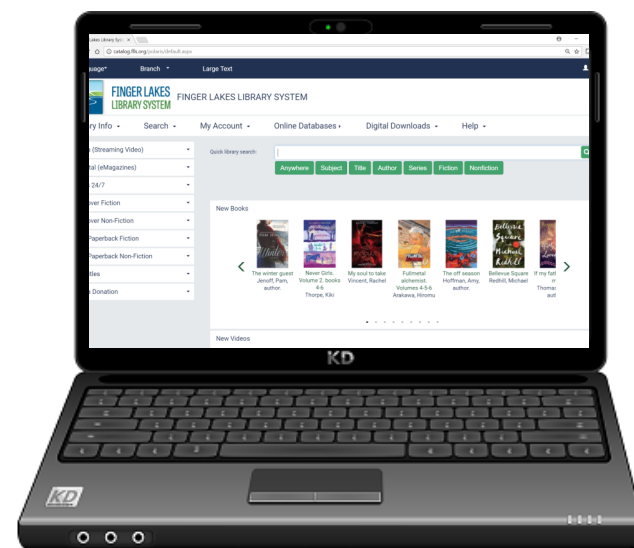
Adding titles from your working list to a saved list can be done by using the buttons available.

Click **Add to List** when viewing an item to add to a specific list.

Remember to log out when you are finished!

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Managing Your Patron Account in the Library Catalog



**1300 Dryden Road
Ithaca, NY 14850
607-273-4074**

<https://www.flls.org>
<https://catalog.flls.org/polaris>

Access Your Patron Account to...

- Change your registration info or password
- View and renew items you have checked out
- View and pay fines and fees
- Place hold requests

To access your account, visit <https://catalog.flls.org/polaris> and click on **Branch** at the top of the screen, then select your library.

To Log In to Your Account

- Click on **Log In** in the top right corner.
- You can also click on the **My Account** tab and then click on **Log In / Register**.
- Enter your library card number in the **Username or Barcode** field.
- Enter your password.
- Click on **Log In** or hit enter on your keyboard.

Note: *Your default password will be the last 4-digits of your phone number unless you change it.*

Forgot Your Password?

Click on **"Forgot your password?"** under the Password field.

Your password will be sent to the email address in your patron account. You can also ask a staff member at your local library to change it back to the default.

View & Pay Your Fines and Fees

- Log into your account.
- Click on **My Account** and then **Fines & Fees**.
- For more specific information about a charge, click on the **i** symbol in the far right column.

You can pay by Credit Card for balances of \$5 or more.

- Check the box next to the fines you would like to pay and click **Pay Fines Now!**
- A new page will open that allows you review the fines you are going to pay, click **Continue**.
- Fill in your payment information including: credit card information, name, address, and click **Pay Now**.
- You will see a confirmation message.

Note: *Finger Lakes Library System does not retain your credit card number or personal information.*

View and Renew Items Out

- Log into your account.
- Click the **My Account** heading and then **Items Out**.
- To renew all items, click on **Renew All Items**.
- To renew individual items, click in the box next to specific items and then click on **Renew Selected Items**.

Note: *If there is no check box next to an item, you cannot renew it and will have to contact your local library.*

To Activate Reading History

- Log into your account.
- Click on the **My Account** heading and then **My Record**.
- Click on **Contact Information and Preferences**.
- Check the box next to **Maintain reading history**.
- Click on **Submit Change Request**.

Note: *Your history will be saved for 10 years or 9,999 records. This feature is associated with personal data in your patron account. Such data may be accessed by law enforcement personnel without your consent.*

HAVING TROUBLE SEEING THE TEXT?

Click on **Large Text** in the upper left area of the screen. This enlarges the text displayed.



**Serving public libraries
in Cayuga, Cortland,
Seneca, Tioga &
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