

My Library App Click & Collect

**My
Library
App**

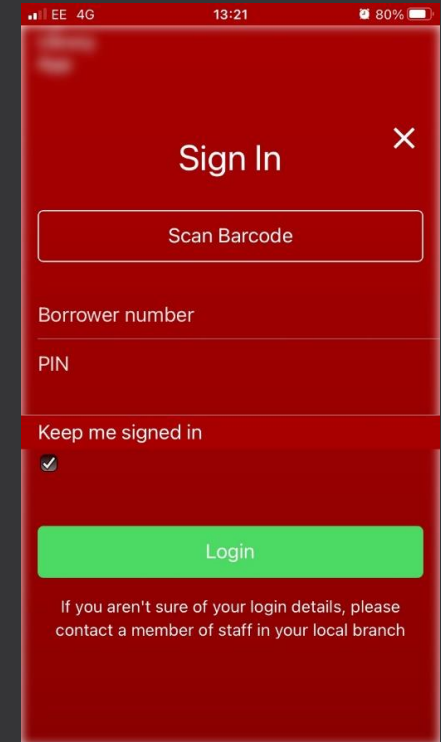
Click & Collect is now available for you to tell us when you will collect your reserved items



1 Download the My Library App available from the App Store or Google Play

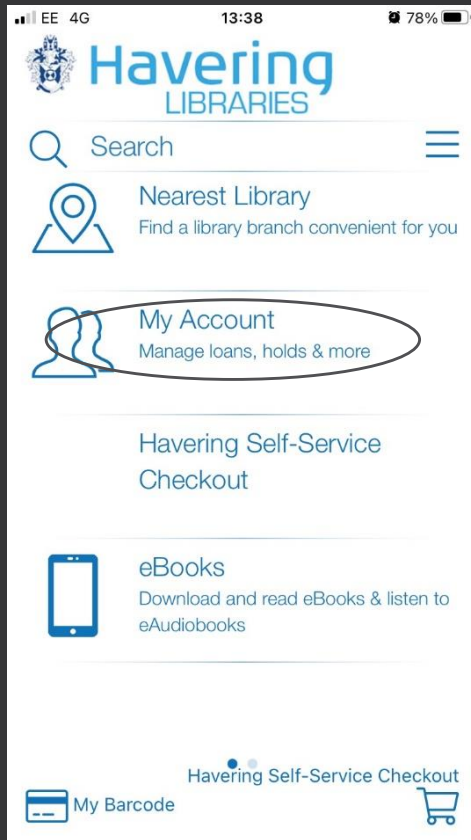


2 Sign in by selecting 'My Account' and then 'Sign In'

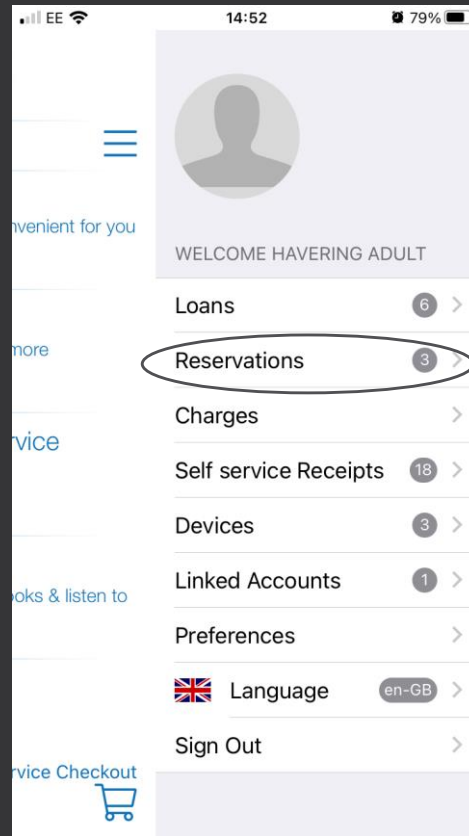


3 Sign in with your library card number and PIN

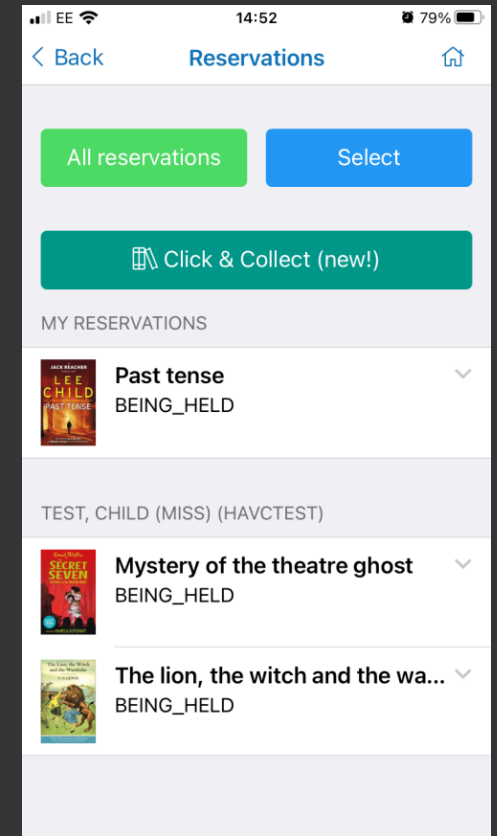
Customer View



4 To access Click & Collect, click on 'My Account'.

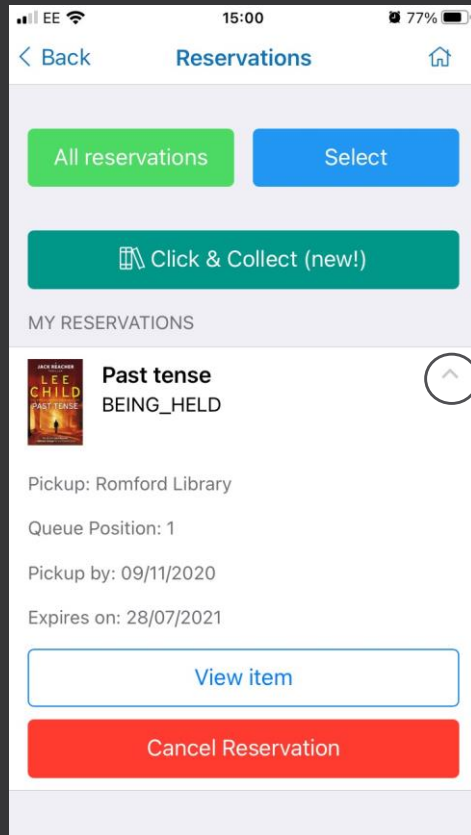


5 Click on 'Reservations'.

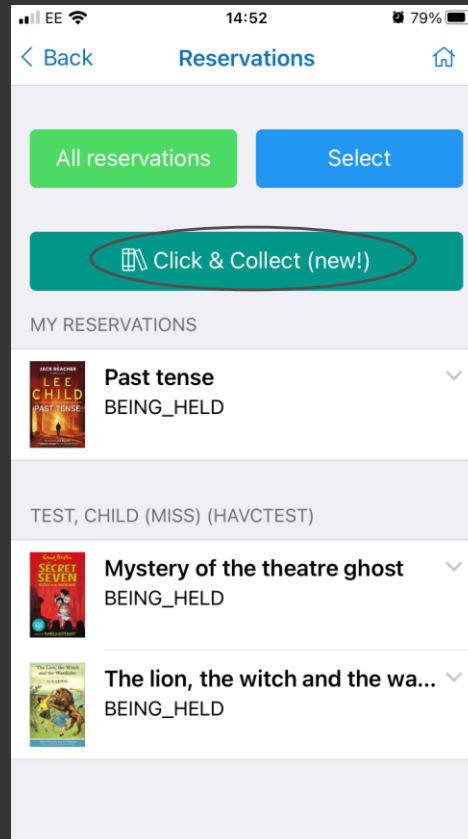


6 You will see a list of your reservations and if they are ready to collect or not. 'Being Held' indicates an available reserve.

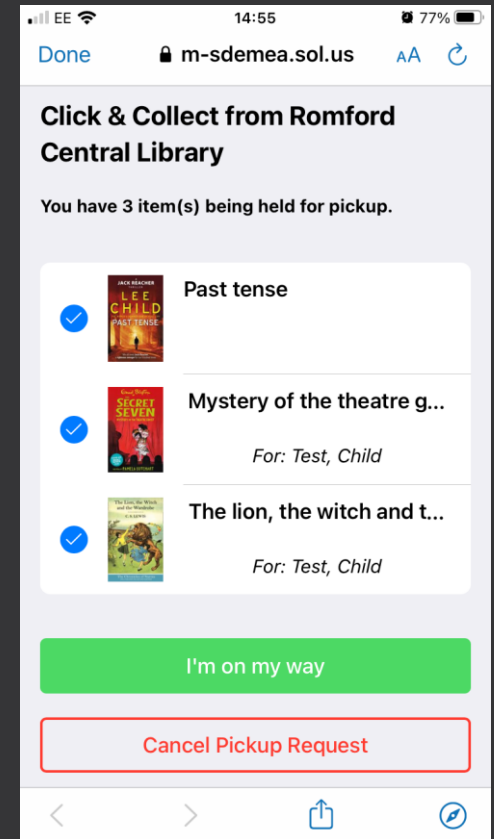
Customer View



7 You can find out more information about the reservation by tapping the arrow next to the title. This tells you where the book is being held.

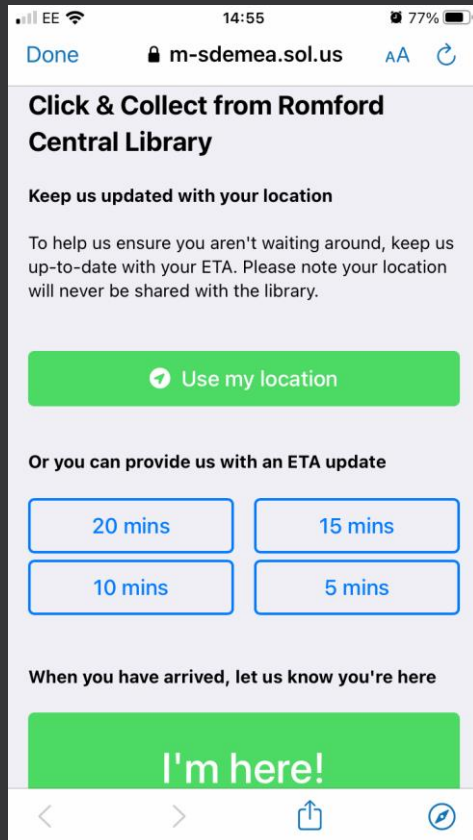


8 When you are ready to come and collect your item/s, tap 'Click & Collect (new!)'

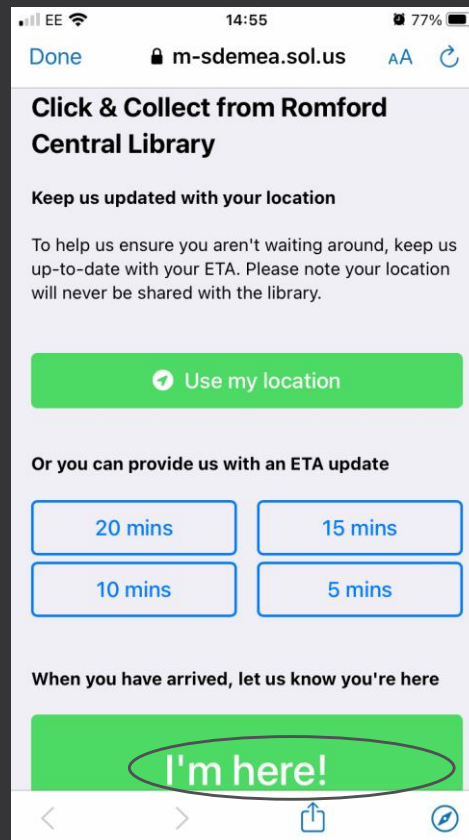


9 You can select which reservation you want to collect. You can also view your children's reserved items if you have the accounts linked on the app.

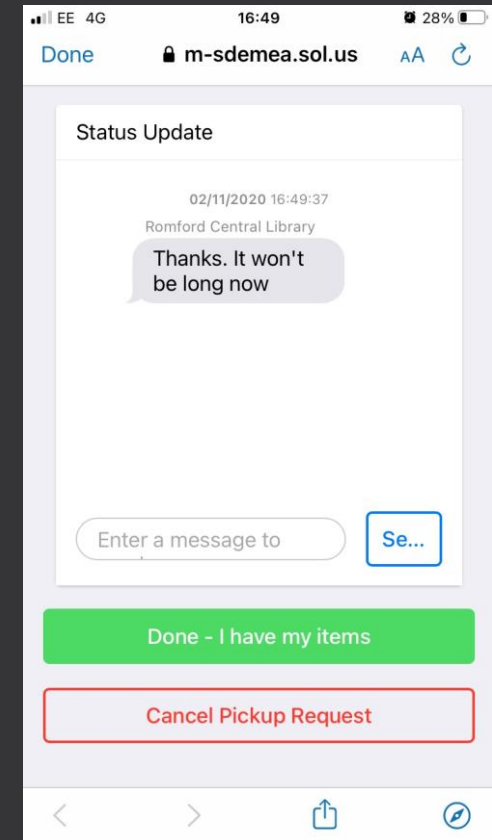
Customer View



7 You can give us an indication of how far away you are by providing an ETA.

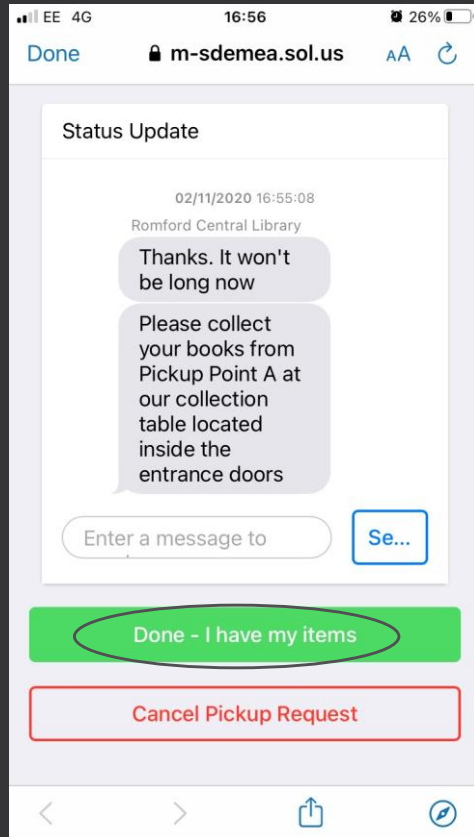


8 When you have arrived and are ready to collect your item/s tap 'I'm Here!'

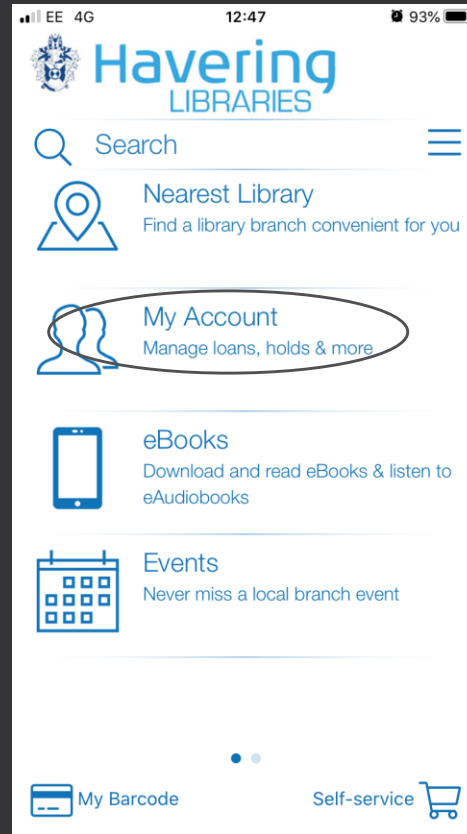


9 You will receive a confirmation message from staff and will be advised where you can collect your item/s from.

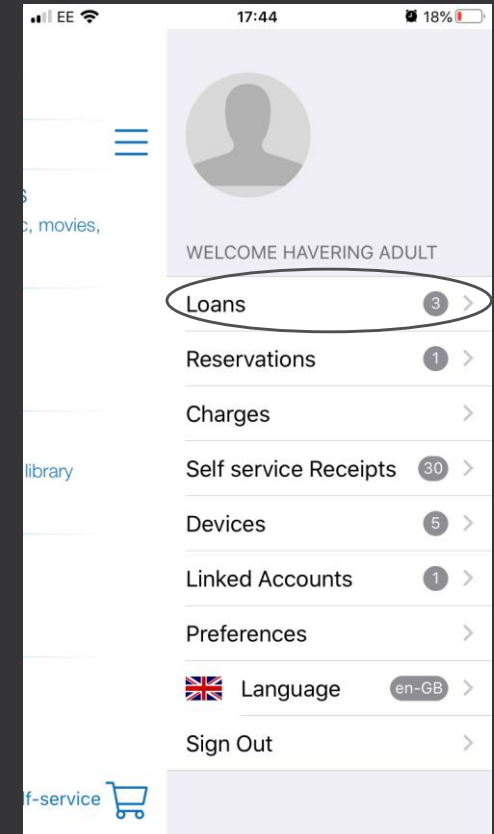
Customer View



10 When you have collected your items tap 'Done – I have my items'.



11 The items will be issued to your library account by library staff. You can view the due dates by tapping 'My Account'



12 Then tap 'Loans'