

View or Cancel a Hold Request

- Log into your account.
- Click on **My Account** and then **Hold Requests**. A list of your hold requests will appear.
- To cancel a hold request, click on the box next to the item, and click on **Cancel Selected Requests**.
- To cancel all requests, click on **Cancel All Requests**.

Suspend/Reactivate a Hold Request

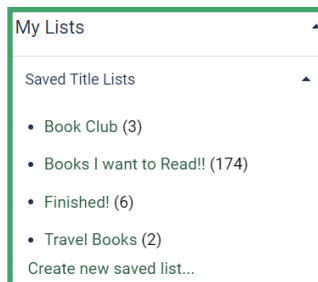
On occasion you may need to temporarily suspend a hold request. For example: if you are going on vacation and there is a possibility that your hold request may come in, you can suspend one or all hold requests and reactivate them when you return.

- Log into your account.
- Click on **My Account** and then **Hold Requests**. A list of your hold requests will appear.
- Place a checkmark in the box next to the title you wish to suspend.
- Click on **Suspend/Reactivate Selected**.
- Enter in the new **Activation Date** using the format displayed.
- 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 PowerPac catalog that allows you to save your search results 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 PowerPac, your list is gone. You can however save these search results for review and editing the next time you access PowerPac 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 right hand side. Here you can create a new saved list or edit and delete a Saved List.

Adding titles from your working list to a saved list can be done by using the commands **Copy to** or **Move to**.

Remove Selected

Copy Selected To:

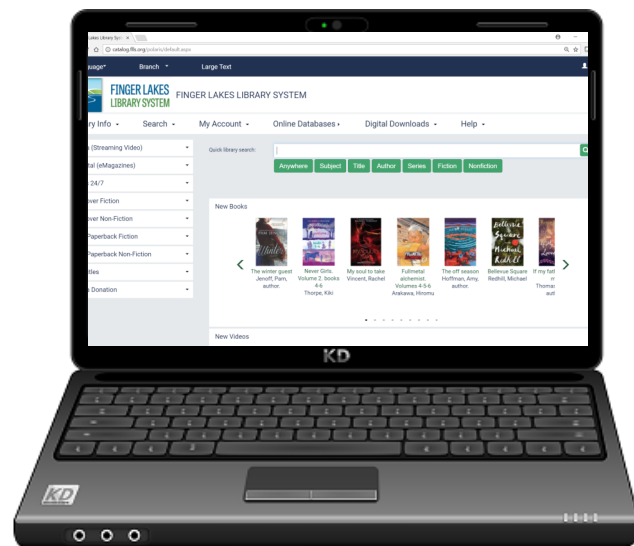
Move Selected To:

Please select a list

Always remember to log out when you are finished!

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Managing Your Patron Account



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

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

Access Your Patron Account to...

- Reserve requests
- Review items you have checked out
- Check fines and fees you owe
- Change your registration information or password
- Place holds on books
- Renew items

To begin, visit

<https://catalog.flls.org/polaris>
and select your library

To Log On To Your Account

- Click on the **My Account** tab.
- 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 password will be the last 4-digits of your phone number until you change it.

Forgot Your Password?

Click on "**Forgot Your Password**" under the Password field.

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

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  symbol next to each transaction date.

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

- Check the box next to the fines you would like to pay and click **Pay online with a credit card**.
- 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**. *Finger Lakes Library System does not retain your credit card number or personal information.*
- You will see a confirmation message.

View and Renew Items Out

- Log into your account.
- Click **My Account** and then **Items Out**.
- To renew all items, click on **Renew All Items**.
- To renew single 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** 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.

HAVING TROUBLE SEEING THE TEXT?

Click on **LARGE TEXT** in the upper right hand corner of the screen. This enlarges the text displayed.



FINGER LAKES
LIBRARY SYSTEM

**Serving public libraries
in Cayuga, Cortland,
Seneca, Tioga and
Tompkins Counties.**