Request from Another Library

If you didn’t find the title in our online catalog, please follow the steps outlined below.

| STEP 1 | Try searching again in the online catalog. 
|        | Be sure to double check the spelling of the title, author, or keyword. You may also want to verify the title and author using information on the Internet (such as Amazon.com) or try a less specific search. You may also want to review the instructions or the tutorial for searching basics found under the Help menu in the online catalog. And if you would like further assistance, please reach out to our staff using Live Chat, Submit a Question (by email) or contact your local branch. |
| STEP 2 | Didn’t find it? Try to Request it from Another Library using MOBIUS. The St. Charles City-County Library belongs to a network of other libraries in the region that extends your access to other Library collections. The first layer of this is called MOBIUS. Instructions for using the MOBIUS catalog may be found below. |
| STEP 3 | Still didn’t find it? Try WorldCat. WorldCat connects with a larger network of libraries across the entire country. Instructions for using WorldCat may be found here. |
| STEP 4 | Still didn’t find it? Get assistance from our helpful staff using Live Chat, Submit a Question (by email) or contact your local branch. Or you can Suggest a Title for Purchase. |

Using the MOBIUS Catalog

If no results are found in the online catalog of the St. Charles City-County Library:  
1. Click the link that says: request it from another library using MOBIUS.  
   ○ This will link you to the MOBIUS catalog.  
   ○ Alternatively, you can access the MOBIUS catalog directly, by going to searchmobius.org.
If there are some search results, but they are not the ones you were seeking, try using MOBIUS. You will see the link to the MOBIUS catalog at the bottom of the left sidebar of the catalog search. You may have to scroll down to find the link.

You can also click Select Resources (shown above) to open a pop-up that will provide access to MOBIUS (as shown below).
2. Search for the item.
   - The MOBIUS catalog works similarly to the online catalog of the St. Charles City-County Library (see image below).
     - You can refine your search (A) by format, language, etc.
     - You can include more than one search term in Search box (B).
       Examples:
       - diamond ruby wallace (a combination of title and author).
       - gumball sarrazin dvd (a combination of title, artist, and format).
   - You can also try Advanced Search (C) to search for multiple criteria.
   - Requesting via MOBIUS follows the same next steps.
3. Once you locate the title, click the Request it (D) button next to it.
4. In the dropdown, select MOBIUS-St. Charles City-County Library, and then click Submit above information (E).

NOTE: If no copies are currently available, this screen will note that—you can continue and place a hold for the item, or go back to the results and see if there’s another record with available options.
5. In the **Request Verification** pop-up, enter your name, library card barcode number, and PIN (F), and preferred St. Charles City-County Library pickup branch, and then click **Submit (G)**.

![Request Verification Pop-Up]

**NOTE:** If offered, **DO NOT** save the patron information in the browser.

6. Be sure to click **Log off (H)** when you have completed the request (especially if you are using a Library computer to make your request). **NOTE:** If this is not done, subsequent requests may automatically be placed under your account.

![Log Off]

7. You can verify the request has been placed by checking your account in the Library online catalog. You will see it listed under **Holds**.
8. You can also see the status of your request there.
   - You may cancel your request (if it has a status of **Active**). If your request has already been shipped, the cancel option will not be available. You can still cancel the item, but please contact Library staff for assistance.
   - You cannot change the pickup location from your account in the online catalog, but staff can assist you in doing so.
   - You cannot suspend a MOBIUS request.
   - Once your item has been checked out to you, it will no longer appear in your Holds list, but in the **Items Out** list.
   - In order to differentiate MOBIUS holds or Interlibrary Loans from holds on materials from St. Charles City-County Library, click on the (for information) to the right of the title, in the Holds list of your account. If it was requested from another library system, it will say **Item has been requested via interlibrary loan.**