Request from Another Library

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

<table>
<thead>
<tr>
<th>STEP 1</th>
<th><strong>Try searching again in the online catalog.</strong> 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 How Do I...? instructions found under the Help page 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.</th>
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</thead>
<tbody>
<tr>
<td>STEP 2</td>
<td><strong>Didn’t find it? Try to Request it from Another Library using MOBIUS.</strong> 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.</td>
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<tr>
<td>STEP 3</td>
<td><strong>Still didn’t find it? Try WorldCat.</strong> WorldCat connects with a larger network of libraries across the entire country. Instructions for using WorldCat may be found here.</td>
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<tr>
<td>STEP 4</td>
<td><strong>Still didn’t find it?</strong> 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.</td>
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**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 https://openrs.searchmobius.org/search.
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 towards the top right hand side of the catalog page. You may have to scroll up to find the link.

You can also click Select Resources (shown above) to open a pop-up that will provide access to MOBIUS.
2. Search for the item. You will need to enter the search term(s) again once the MOBIUS catalog page pops up.
   - 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:
         - crochet closet (just title).
         - 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.

3. Once you locate the item, click on the title (D) to open the item record.
4. On the item page, click on the **Place Hold (E)** button at the left hand side.

5. In the pop-up window, click on the **Sign In (F)** button.

**NOTE:** If no copies are currently available, this screen will not have any results listed under Availability and Locations. There will also be no Place Hold (E) option.
As of June 2024, there is no way to place a hold on an unavailable item. If there are no other options available for a particular title, please try requesting from WorldCat.

6. On the Sign in page, click on the drop down menu and scroll down to choose St. Charles City-County Library (G) as the institution.

7. After choosing St. Charles City-County Library as the institution, click on the Continue (H) button.
8. Enter your library card barcode number and PIN (I), then click the **Sign in (J)** button.

9. Click on the drop down menu to scroll to your preferred St. Charles City-County Library pickup branch (K) and then click the **Place hold (L)** button.
10. Once back on the main page, click on the green account icon (M) at the top right hand corner if you are finished with your request.

11. Be sure to click **Sign Out (N)** if you are done requesting your item (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.**
12. You can verify the request has been placed by checking your account in the Library online catalog. You will see it listed in the Holds section of My Bookshelf.

You can also see the status of your request there.
- You may cancel your request even if the item is in shipped status.
- 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.

*Please note that the new MOBIUS software is still being developed and is not a final product as of June 2024. At this time, there is no way of requesting specific volumes of items individually. If you would like to get a particular volume of a title, please contact the Interlibrary Loan (ILL) office at ILLDesk@stchlibrary.org or call 636-441-2300 extension 1018.

**A note on notifications: If the lending library cannot fill a request for whatever reason, the request will be canceled and a new request will not be made automatically. Customers who have provided an email address in their Library account will receive notifications regarding cancelled holds and should place another MOBIUS request. Customers who have not provided an email address will not get a notification and should check with Library staff if they feel their request is taking longer than usual.
Cancelled holds do not show in customer accounts in the newer online catalog but they will show in the classic catalog.

***Please note that any items that are available at a St. Charles City-County Library branch should be requested through our online catalog and not the MOBIUS catalog. Doing so could pull the item from a different lending institution than St. Charles City-County Library resulting in a much longer wait time.