

Request from Another Library

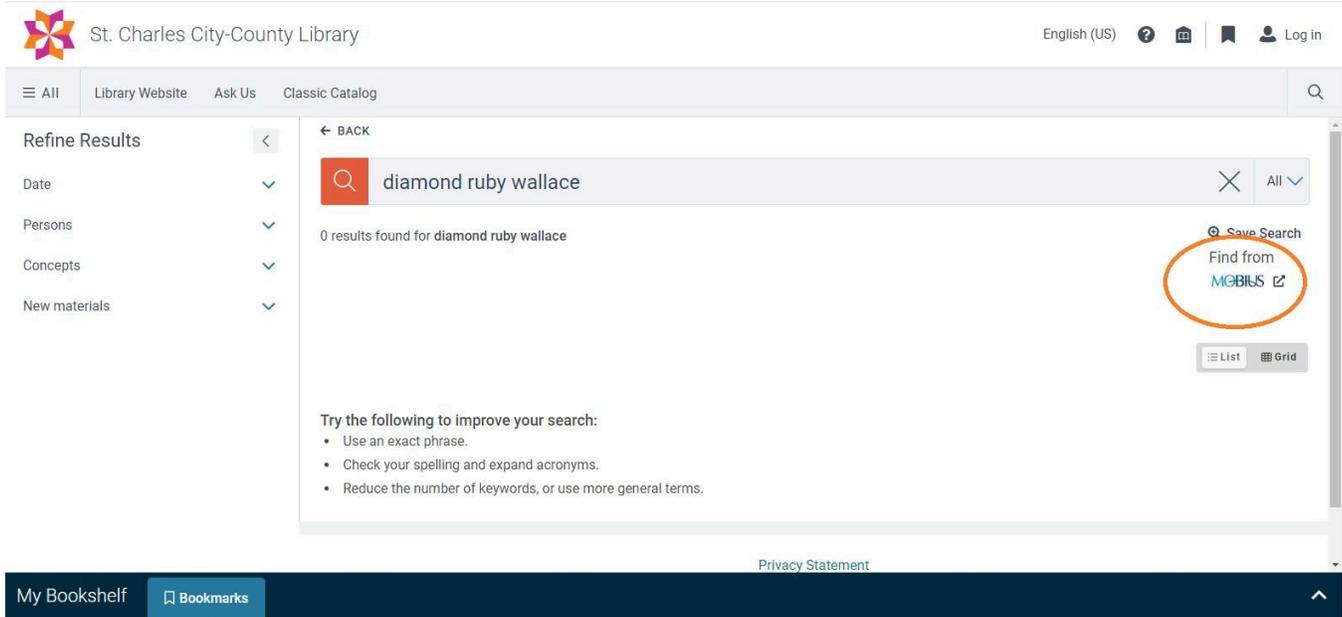
If you didn't find the title in our online catalog, please follow the steps outlined below.

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 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 .
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 .

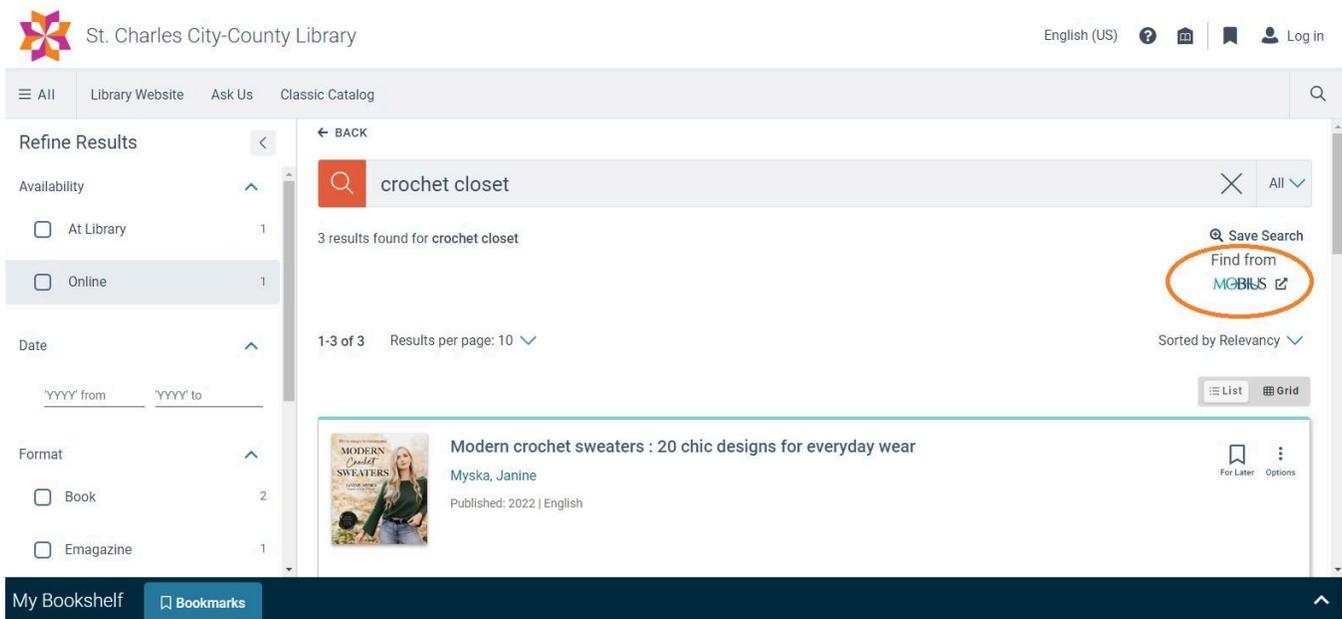
Using the MOBIUS Catalog

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 <https://opensr.searchmobius.org/search>.

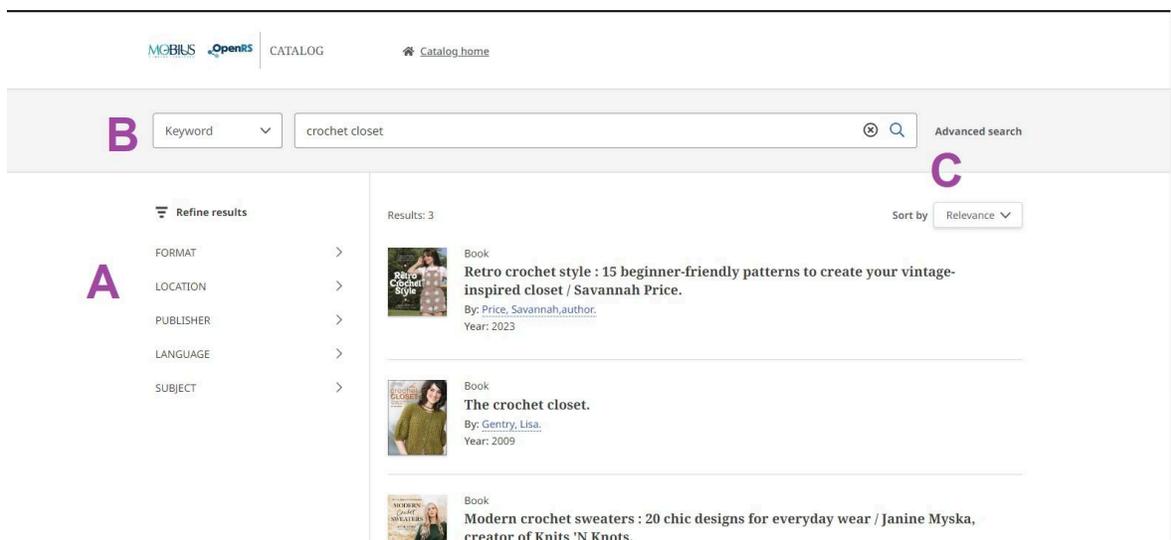


If there are some search results, but they are not the ones you were seeking, try using MOBIUS. You will see the link to the MOBIUS catalog towards the top right hand side of the catalog page. You may have to scroll up to find the link.

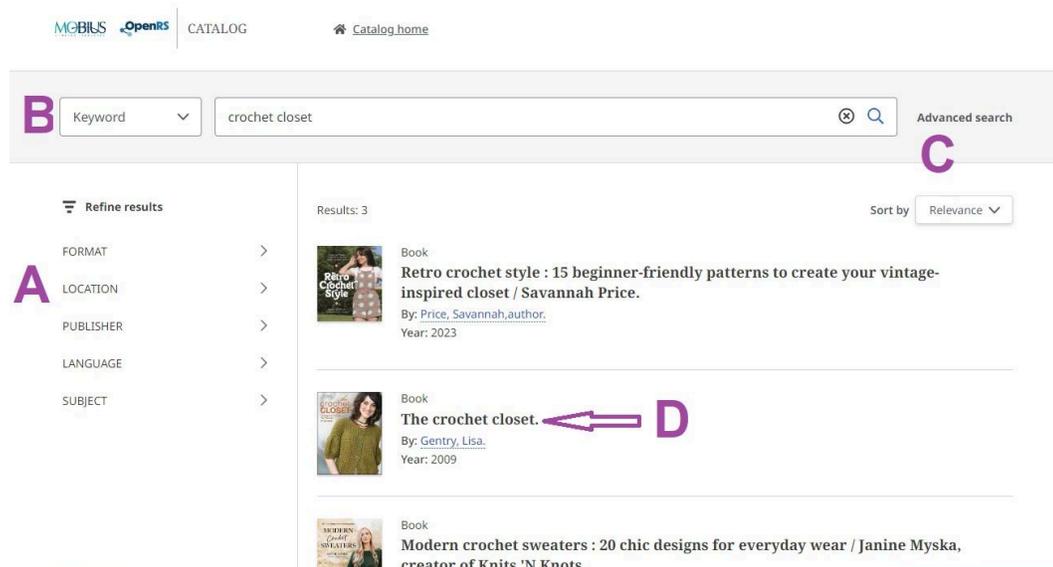


You can also click Select Resources (shown above) to open a pop-up that will provide access to MOBIUS.

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.

The screenshot shows the library catalog interface. At the top, there are logos for MOBIUS and OpenRS, and the word CATALOG. A search bar contains the text 'crochet closet'. Below the search bar, the book title 'The crochet closet.' is displayed, along with the author 'Gentry, Lisa.' and the year '2009'. A green checkmark indicates 'Available: 1 of 1 copies remaining'. A button labeled 'Place a hold' is circled in orange, and a large purple letter 'E' is next to it. To the right is a book cover image. Below this, a table titled 'Availability & locations' shows the book is available at Bettendorf Public Library with call number 746.434 GE. At the bottom, 'Related subjects' include Crochet, Crocheting, and Patterns (Instructional works).

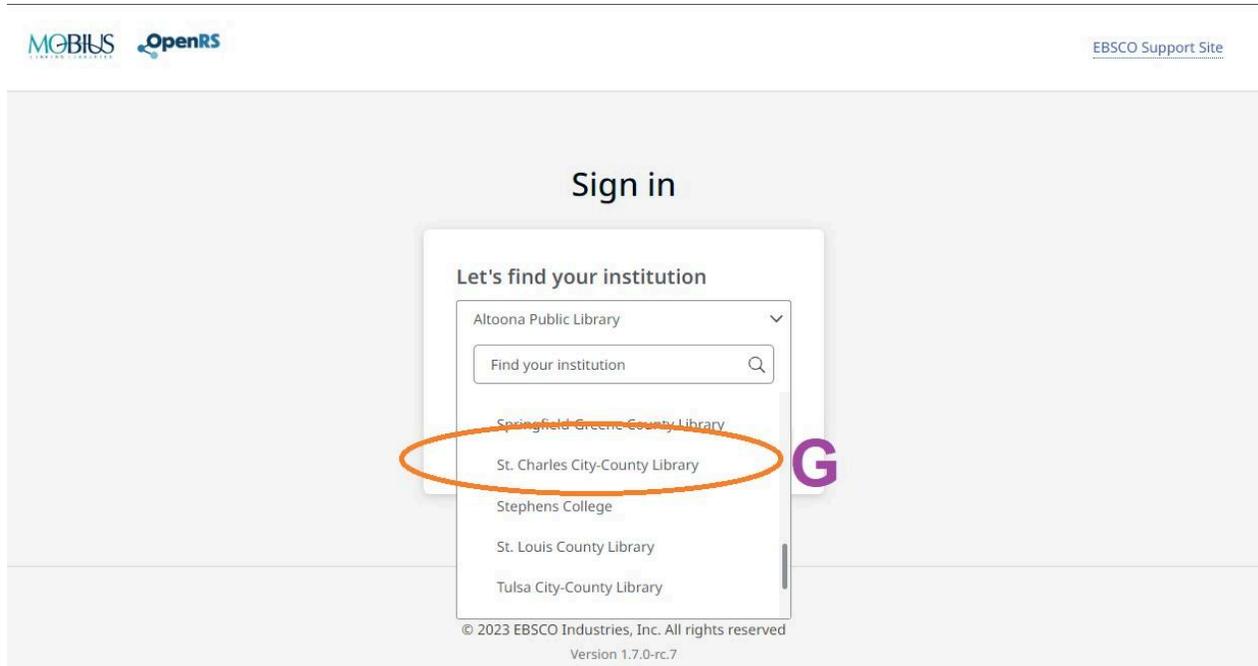
5. In the pop-up window, click on the **Sign In (F)** button.

This screenshot shows the same library catalog item page as above, but with a 'Place hold' pop-up window overlaid. The pop-up window has a title bar 'Place hold' and a close button. It contains the book cover and title 'The crochet closet.' by Lisa Gentry, 2009. Below this, it says 'To place a hold, sign in.' and a button labeled 'Sign in' is circled in orange, with a large purple letter 'F' next to it. The background page is dimmed.

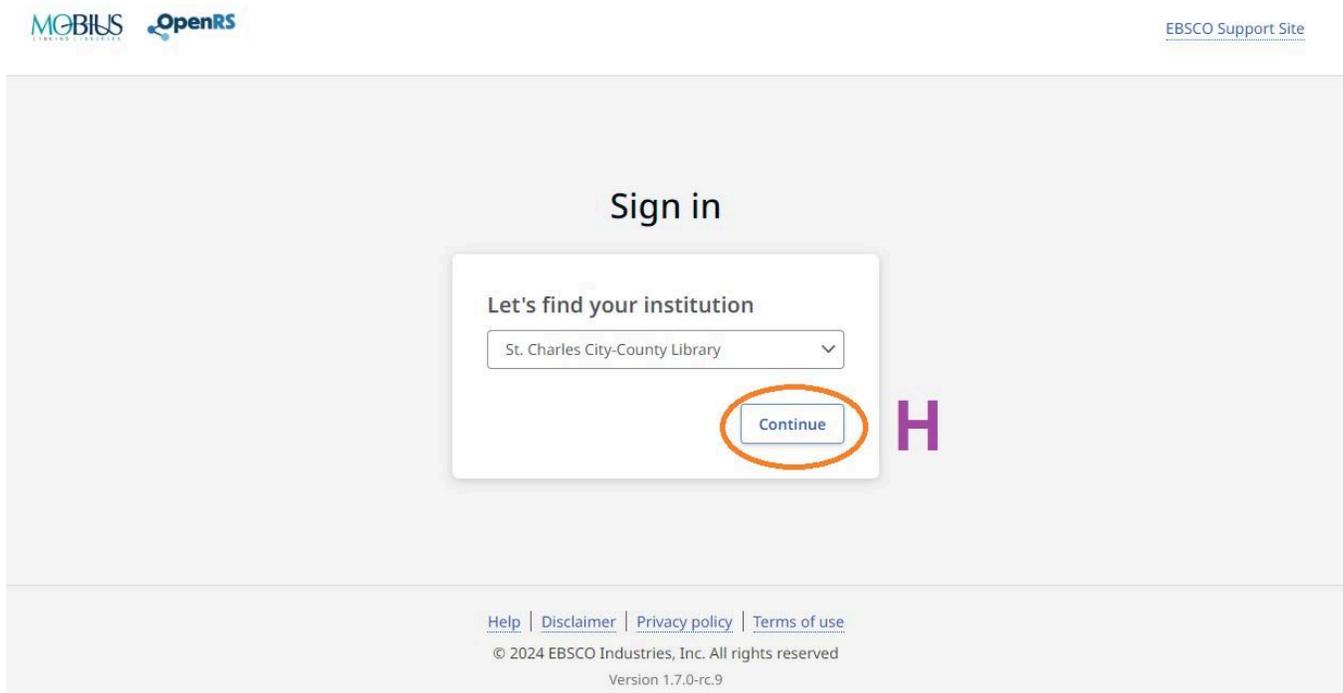
NOTE: If no copies are currently available, this screen will not have any results listed under Availability and Locations. There will also be no Place Hold (E) option.

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.

MOBILIS OpenRS

EBSCO Support Site

Welcome back

Access provided by **St. Charles City-County**
Want to sign in to another institution? [Find your institution.](#)

Barcode

PIN

Sign in

[Help](#) | [Disclaimer](#) | [Privacy policy](#) | [Terms of use](#)
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Version 1.7.0

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.

MOBILIS OpenRS CATALOG Catalog home

Keyword Search list

Advanced search

Book
The crochet closet.
By: [Gentry, Lisa.](#)
Year: 2009
Available: 1 of 1 copies remaining
Place a hold

Place hold

Book
The crochet closet.
By: Gentry, Lisa.;
Year: 2009

Choose a pickup location

Augusta

Cancel Place hold

Availability & locations

Status:
Available Bettendorf Public Library Bettendorf Public Library

Call number:
746.434 GE

Related subjects
Crochet. Crocheting. Patterns (Instructional works)

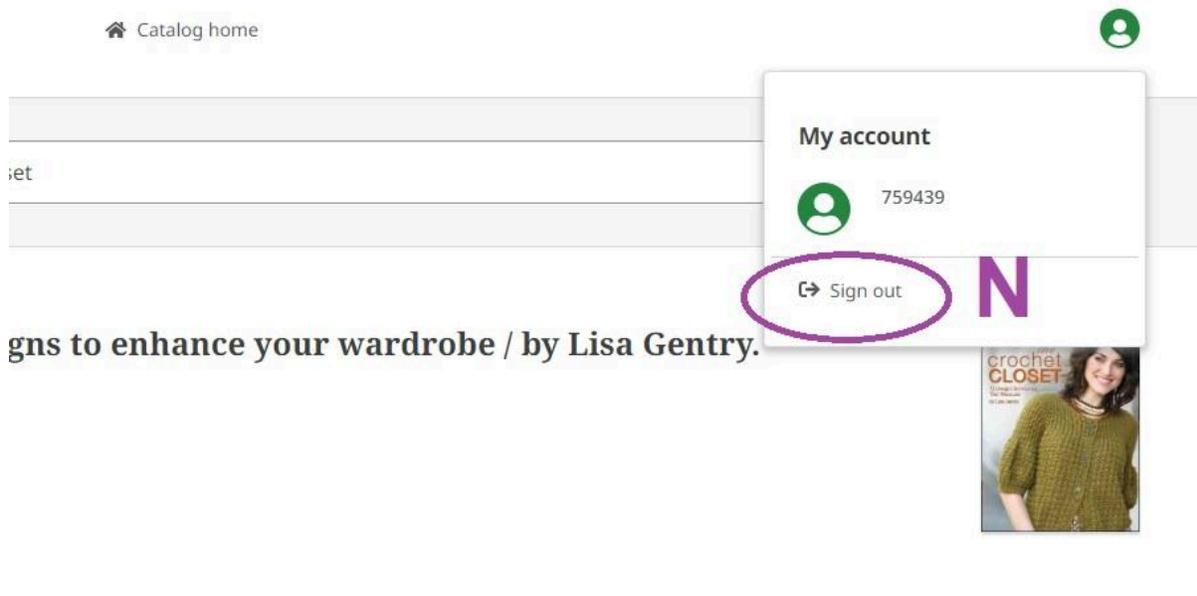
10. Once back on the main page, click on the green account icon (M) at the top right hand corner if you are finished with your request.



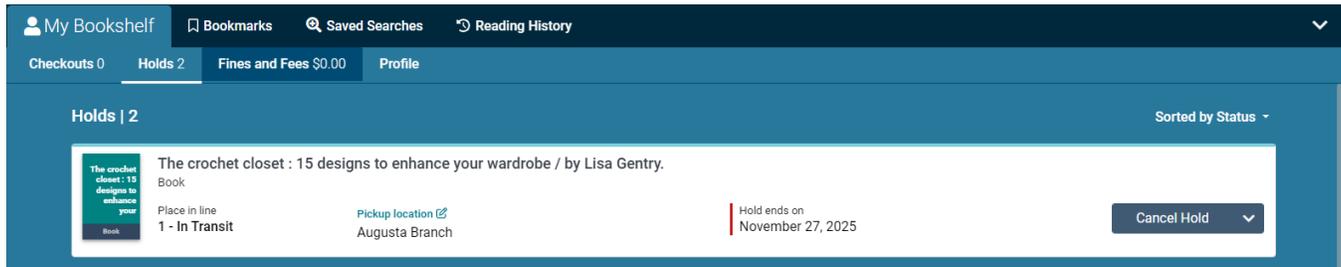
Enhance your wardrobe / by Lisa Gentry.



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.*



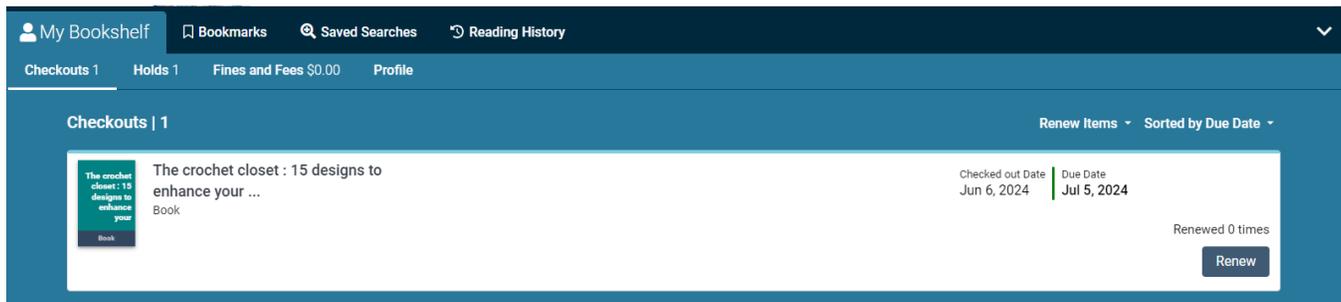
12. You can verify the request has been placed by checking your account in the Library online catalog. You will see it listed in the **Holds** section of **My Bookshelf**.



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.