Book Group in a Bag Guidelines

Changes are coming to the way that customers reserve Book Group in a Bag Kits, but everything else about how kits are checked out and picked up will remain the same.

- Reservations are for six weeks and can be made up to a year in advance.
- Pick up bags at the in the Media Center. Ask any staff for direction upon first pick up.
- Bags may be returned to the front customer service desk.
- Kits may not be renewed. Users will be charged $1 per day if returned late or incomplete, up to a maximum fee of $9.99.

How to Reserve Book Group in a Bag Kits

There are two ways to search for an available Book Club in a Bag title:

1. Search by Date

To see what kits are available during a specific day/month, it is easiest to search by date first.

2. Search by Title

To reserve a specific title, it is easiest to search by title first to view the dates that it is available.

Note: Once your reservation is ready for pickup, the library will send you a hold pickup notification. Ask staff in the Media Center for assistance in retrieving your kit.

Detailed Instructions

Click on the desired topic below, or just scroll through the document.

1. Searching by Title
2. Searching by Date
3. First Time Users
4. View your current, active reservations
5. Same Day Reservation
6. Cancel an active reservation
7. View past reservations
Searching by Title

- From the dropdown menu next to the “Kits by Title” icon on the homepage, choose the title you would like to reserve.

- Click Go.

- You will see a month-by-month calendar. If the kit is available to be reserved on a specific date, the box will be white with the word Reserve in blue letters. (See screenshot below). If the kit is not available on a specific date, the box will be gray. Once you select an available date, click “Reserve.”

- In the next screen, enter your library card number and click on the green button that says Submit.

- In the next screen, click the green button that says Continue.

- You will see an information box like this:

- Be sure that the Patron Phone and Patron Email blanks are filled in (if you don’t have one or the other, just click Unavailable, next to the blank). Then click Reserve this Kit, at the bottom of the information box.

- Congratulations! You reserved a book club kit! Next step, the library will contact you when your kit is ready for pick up.
NOTE: Those of you who receive e-mail notifications about your kits will be receiving them from an email address not associated with the library: kitkeeper@plymouthrocket.com. To make sure you don’t miss them you might want to add that e-mail to your list of contacts.

Searching by Date

- From the dropdown menu next to the “Available Now” icon, select the date (month/year) you are searching for. Click Go.

- You will then see a divided screen: on the left-hand side there is a calendar. (See screenshot below). In the calendar, click on the date of your choice. A list of available titles for that date will appear on the right-hand side of the screen.

- Click on the title you would like to reserve.

First Time Reservations/New Users

Good news—there is no account set up because patron information is all imported from the catalog. The first time that you reserve a kit, you will be asked for the library card number and pin, just as you would be in the returning user scenario above. That first time, you will receive a confirmation screen that looks like the screenshot to the right. Otherwise, the process is exactly the same.

Troubleshooting Tip: If you are having trouble reserving a kit, the most likely problem is that your pin is incorrect, or that the library card number is not your current account number, or not being typed in correctly. If you are unsure what 4-digit pin is attached to your account, ask a librarian to help you reset your pin and double check that you are using the current card on file.
View Your Current, Active Reservations

- Click on My Kits at the bottom of the home screen. You will again be prompted to enter your card number. After clicking Continue on the next page, your current, active reservations will be displayed.

Same-Day/Walk-In Reservations

Good news! You can reserve a kit and pick it up on a walk-in basis. All reservations must be made through the system. This is important, to make sure that existing reservations are honored.

- Log in and search by date. Select a kit that is available for pick-up.
- At the library, ask staff at customer service or the media center to help you retrieve your kit.
Cancel an Active Reservation

• Click on My Kits and log in using your card number

• Find the reservation you would like to cancel and then click Delete

View Past Reservations

• Click on My Kits and log in using your card number

• Click on the View Past Reservations button at the top. Previous reservation will be displayed. Note that the “Delete” button will now say “Too Late,” as the reservation is in the past and cannot be canceled.