



Hold N Go Pickup Instructions

OPTION #1

1. Download the free "myLIBRO" App from the "App Store" (iOS devices) or "Google Play Store" (Android devices).
2. Create an account using your email, library card and pin number. If you do not know your pin, call the library at 262-673-8240 and select "0" to have your pin reset.
3. Search the catalog for item(s) and place your hold(s).
4. When item(s) are ready for pickup, notification will be sent via email or phone.
5. After receiving the notification, schedule a pick-up time through the app.
6. Use the app to let us know you are on your way.
7. Once on site, come inside the library and head to the "Hold N Go" shelf in the atrium.
8. Look for the last four letters of your last name.
9. You are all set! Head home and enjoy your materials.
10. Use the app to let us know the pickup is complete.

OPTION #2

1. Using your computer, search the Monarch Online catalog at <https://www.monarchcatalog.org/polaris/>.
2. Search for items and use your library card number to place holds. You will need your library card number and pin to place holds. If you do not know your pin, please call the library during regular business hours at 262-673-8240 and select "0" to have it reset.
3. When item(s) are ready for pickup, notification will be sent via email or phone.
4. After receiving the notification, schedule a pick-up time by visiting the library's myLIBRO website portal at <https://bit.ly/2GzM9iL>.
5. Once on site, come inside the library and head to the "Hold N Go" shelf in the atrium.
6. Look for the last four letters of your last name.
7. You are all set! Head home and enjoy your materials!
8. Use the app to let us know the pickup is complete.

OPTION #3

1. Place holds online through the Monarch Online Catalog at <https://www.monarchcatalog.org/polaris/> or by calling the library at 262-673-8240 and select "0" to request items.
2. When item(s) are ready for pickup, notification will be sent via email or phone.
3. Call the library to schedule your "Hold N Go" pickup at 262-673-8240 and select "0".
4. Once on site, come inside the library and head to the "Hold N Go" shelf in the atrium.
5. Look for the last four letters of your last name.
6. You are all set! Head home and enjoy your materials.

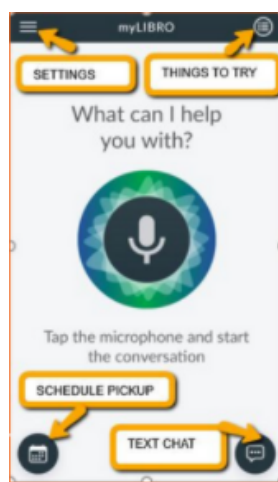
Helpful myLIBRO Tips

This is myLIBRO home screen

Each corner has a icon for you to explore:

- Settings
- Things to Try
- Schedule pickup
- Text chat

In the middle of the home screen you will find a microphone to start a conversation with myLIBRO.



Settings

If it is your first time using myLIBRO, it is a good idea to explore how you can personalize the app for your need.

- Tap on "Profile" to make changes to your profile or to add another member from your family to myLIBRO.
- Tap on "Settings" to enable or disable the microphone and chat response.
- "Settings" will also let you synchronize myLIBRO with Alexa if you'd like.
- Tap on "Quick Tour" to view a few videos to get you started.

