



Viewing Your Patron Account

It is very important that you read ALL of the information listed below before you start viewing your Patron Account.

Note: Please read [SEARCHING WITH POLARIS POWERPAC](#) before you start searching for items and placing requests.

VIEWING YOUR PATRON ACCOUNT:

Your patron account shows your library registration data, requests you have made, items you have checked out, and fines and fees you owe. You can change your registration information or password, cancel requests, and renew items you have currently checked out. You may also be able to maintain a reading history, which is a list of items you have checked out in the past. You log in to access your patron account. If you want to renew items, make or cancel requests, do that before changing any registration information as this change freezes your account.

To protect your privacy, be sure to log out when you have finished viewing your account.

LOG IN & VIEW YOUR ACCOUNT:

- In the address bar on the Internet type in: <http://catalog.gila.lib.az.us/POLARIS>
- In the menu bar at the top right of the blue window, click **Patron Account**.
- Type your library card number in the Barcode Number box. [14 digits, no spaces]
- Type your password in the Password box. Click [**LOG IN**].
- You are now on the My Record page and your Patron Account information is displayed.

CHANGE YOUR REGISTRATION:

- Click **Change Account Information**.
- Type the new information in the appropriate boxes, as required.
- Click [**Submit_Change_Request**] to submit the new information to the library. Your record will now be frozen & no other transactions are possible. Call or come in to the library to verify the changes, so we can unblock your record.
- Click **Back** to return to the My Record page, or click **Log Out** to quit viewing your account.

CHANGE YOUR PASSWORD:

- Click **Change Password**.
- Type your current password in the Old Password box.
- Type the new password in the New Password box. You can use 4 to 16 characters (letters, numbers, and special characters).
- Type the new password again in the Verification box, and click [**SUBMIT**].
- Click **Back** to return to the My Record page, or click **Log Out** to quit viewing your account.

CHECK & CANCEL REQUESTS:

- Click **Requests**. The list of your requests shows the status of each request.
- To cancel one or more requests, select the check boxes for requests, and click **Cancel Selected Requests**. To cancel all requests, click **Cancel All Requests**.
- Select another Patron Account option, or click **Log Out** to quit viewing your account.

VIEW & RENEW ITEMS OUT:

- Click **Items Out**.
- To renew one or more items, select the check boxes for the items, and click **Renew selected items**. To renew all items, click **Renew all items**.
- *Items will not renew if they are overdue, if someone is waiting, if they have been renewed once already, or if your account is blocked for fines or information changes. Videos & DVD's are not renewable.*

CHECK YOUR FINES & FEES:

- Click **Fines & Fees**.
- Select another Patron Account Option, or click **Log Out** to quit viewing your account.

START, VIEW, OR STOP A READING HISTORY:

1. To **START** your reading history, follow these steps:

- Click **Change Preferences** on the My Record page.
- Select **Start history**.
- Click **[SUBMIT]**.
- Click **Back** to return to the My Record page, or click **Log Out** to quit viewing your account.

2. To **VIEW** your reading history, click **READING HISTORY** on the Patron Account submenu.

3. To **CLEAR & STOP** your reading history follow these steps:

- Click **Change Preferences** on the My Record page or the Reading History page.
- Select **Stop history** on the Preferences page.
- Click **[SUBMIT]**.

4. Select another Patron Account option, or click **Log Out** to quit viewing your account.

If after reading all the material on this page you have any questions about your account, please contact the library and we will be happy to assist you.

[ACCESS PAYSON PUBLIC LIBRARY FROM HOME](#)