

Easy Step Guide

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# Placing an order online and cancelling

Library Sri Lanka

## Placing an online order:

**Step 1:** Visit the [my account](#) page to sign into your library account

Membership number

Password

[Forgot your password?](#)

I'm not a robot  reCAPTCHA  
Privacy - Terms

[Login](#)

**Step 2:** Once logged in, click on the 'Order online items' tab from the left side list as shown below.

<a href="#">Dashboard</a>	Hello, <input type="text"/>
<a href="#">Summary</a>	<a href="#">Click here if you're not <input type="text"/></a>
<a href="#">Order online items</a>	Online members have exclusive access to our exciting online resources. These include e-books, e-newspapers and e-magazines, audio books, films and academic papers.
<a href="#">Order history</a>	
<a href="#">Fines</a>	Individual and Family Members can also browse our collections and reserve items to collect from our libraries. Our <a href="#">membership page</a> details what individual and family members can take out of the library.
<a href="#">Personal details</a>	
<a href="#">Change password</a>	You have 24/7 access to library services online.

Click on the link 'here' to search for books on the catalogue as shown below.

<a href="#">Dashboard</a>	Order items for checkout
<a href="#">Summary</a>	Please click <a href="#">here</a> to search the item from the catalogue to place an order.
<a href="#">Order online items</a>	
<a href="#">Order history</a>	

**Step-3:** From the results page, select the book from list and click on the title based on the item availability as shown below.

Your search returned 220 results. 

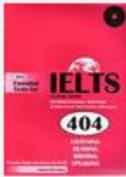
1 2 3 4 5 6 Next » Last

Relevance ▾

[Select all](#) [Clear all](#) |

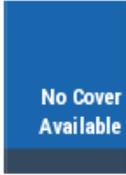
**404 Essential tests for IELTS: Academic module: 02CD's**  
by Scovell Donna.

Material type:  Text; Format: print ; Literary form: Not fiction  
 Publisher: Australia Adams & Australia press 2004  
 Availability: **Items available for reference:** Colombo [Call number: REF/EX/428.43/SCO] (1).  
 ★★★★★



**404 Essential Tests for IELTS: General Training Module: Student book: 02 CD's**  
by Scovell Donna.

Material type:  Text; Format: print ; Literary form: Not fiction  
 Publisher: Australia mk book distributors India 2007  
 Availability: **Items available for loan** Colombo [Call number: EX/428.43/SCO] (1).  
 ★★★★★



Once you are on the title details page, click on the 'Order online' in the item holdings tab as shown in the screenshot below.

Holdings ( 1 )   Title notes   Comments ( 0 )

Item type	Current location	Call number	Status	Notes	Date due	Barcode	Item holds
IELTS packs	Colombo	EX/428.43/SCO	Available <a href="#">Order online</a>	IELTS L 136		CB605820	

Total holds: 0

Then, click on the 'Confirm' button to place the order.

Title	Call no.	Holding Library	Itemtype	Barcode	Action
404 Essential Tests for IELTS: General Training Module: Student book: 02 CD's (Scovell)	EX/428.43/SCO	Colombo	IELTS packs	CB605820	Confirm

P.S. Once the order is confirmed, you will receive an acknowledgement email of the order shortly as shown in screenshot below.

**Subject:** Placing Online Order

Dear [REDACTED]

Title: 404 Essential Tests for IELTS: General Training Module: Student book: 02 CD's  
Author: Scovell Donna  
Barcode: CB605820

Thank you for placing an order with us.

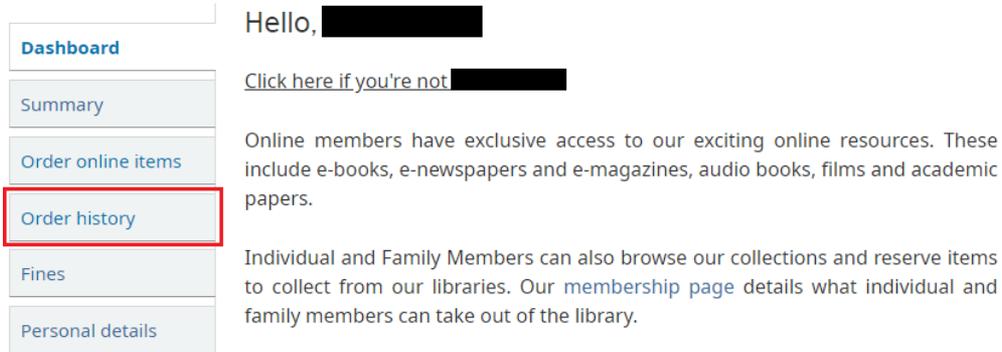
Please wait for an SMS/email confirmation to collect your order.

Thank you for your co-operation.

Library Team

## Cancelling the online order:

**Step 1:** To cancel your online order, log into your library account and go to the 'Order history' tab from the left side list as shown below.



The screenshot shows a user's library account dashboard. On the left is a vertical menu with the following items: Dashboard, Summary, Order online items, Order history (highlighted with a red box), Fines, and Personal details. The main content area on the right starts with a greeting 'Hello, [redacted]', a link 'Click here if you're not [redacted]', and a paragraph about online resources. Below that is another paragraph about borrowing items from libraries, with a link to a 'membership page'.

**Step 2:** This will list all your online orders. Click on the 'Cancel' button of the order that's placed as shown below.

*P.S.* The cancel button will be available only within 24 hours from the time an order is placed.



The screenshot shows a list of online orders. The first order is for '404 Essential Tests for IELTS: General Training Module: Student book: 02 CD's Scovell Donna'. The order ID is 'EX/428.43/SCO', the barcode is 'CB605820 (EX)', and the status is 'PENDING (24/07/2020)'. A red 'Cancel' button is highlighted with a red box.

Once you click on cancel button, you will receive an email acknowledgement as shown in the screenshot below.

**Subject:** Cancelled Online Order

Dear [redacted]

Title: 404 Essential Tests for IELTS: General Training Module: Student book: 02 CD's  
Author: Scovell Donna  
Barcode: CB605820

The order is now cancelled.

You may proceed to order any other item if you require.

If you need further assistance, please send us an email to [info.lk@britishcouncil.lk](mailto:info.lk@britishcouncil.lk)

Library team