

Ask Us Feature in the PAC

The **Ask Us** feature allows a patron to send an e-mail message directly to library staff from the Patron Access Catalogue (PAC) at search.prl.ab.ca. You must log in to your account to use the **Ask Us** feature. Take care to make sure you have selected your home library from the **Library** drop-down menu (in the upper left-hand corner); this ensures that your inquiry goes to the correct location.

1. To access the **Ask Us** feature in the PAC click on the **Library Info** tab then select **Ask Us** from the drop-down menu. You will then be prompted to log in if you have not already.



2. Enter your username or barcode and password then click **Log In**. If you have already logged in to your account, disregard this step.
3. The boxes in the **Ask Us** form will auto-populate, once you log in, with the information (phone number and email) associated with your account.
4. Type your question(s) here. Once you are finished typing, click **Send** and your email will be sent to your local library.

Please enter your username or barcode, and password.

Username or Barcode:

[Create Username](#)

Password:

[Forgot your password?](#)

Don't forget to log out...

Ask Us

Your barcode:

Your name:

Your email address:

Your phone number:

Response needed by:

What is your question?