



MIST CENTRAL LIBRARY

Military Institute of Science and Technology, Mirpur Cantonment, Dhaka

Patron Portal

Access & User Guide

A complete walkthrough of every menu and task available to library patrons — how to log in, borrow and renew books, book a study room, request a locker, submit a plagiarism check, and more.

Audience	All registered library patrons (students, faculty, staff)
Applies to	Patron Portal (web & mobile app)
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library.mist.ac.bd/patron

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1. Getting Started

1.1 Accessing the Portal

The Patron Portal is available at:

<https://library.mist.ac.bd/patron>

It works in any modern web browser on a computer, tablet, or phone, and is also available as an installable Android app (see Section 9).

1.2 Logging In

- 1 Go to `library.mist.ac.bd/patron`.
- 2 Enter your **User ID, Card Number, or Roll Number** in the first field — any one of these three works.
- 3 Enter your **library (OPAC) password** — the same password used for the library catalogue.
- 4 Press **Login**.

Forgot your password, or logging in for the first time? Visit the library service desk or contact library staff to have it set or reset. Once logged in, you can also submit a password-reset request from the *Change Password* page (Section 8.2) if you're unsure of your current one.

If your account is restricted (e.g. for overdue items or a disciplinary hold), you will see a message asking you to contact the library — please visit the desk to resolve this before you can use the portal.

1.3 Logging Out

Use the **Log Out** button at the bottom of the sidebar menu. Always log out when using a shared or public computer.



2. Understanding the Portal Layout

Once logged in, the portal is organised into a few consistent areas on every page:

Top Bar

- **Menu button** (≡, mobile only) — opens the sidebar menu.
- **Search box** — quick access to book search from anywhere in the portal.
- **Notification bell** — shows unread alerts (due-date reminders, request updates, chat replies). A red badge shows the unread count.

Sidebar Menu

Grouped into five sections, described in detail throughout this guide:

GROUP	CONTAINS
 My Library	Dashboard, My Loans, My Holds, Fines, Loan History
 Catalogue	Search Books
 Library Info	Wi-Fi Access
 Requests	Request Locker, Study Room, Plagiarism Check
 Account	My Profile, Change Password, Feedback, Chat with Library

Bottom Navigation (Mobile)

On phones, a fixed bottom bar gives one-tap access to the five most-used sections: **Dashboard**, **Search**, **Loans**, **Fines**, and **Profile**. Everything else remains reachable from the ≡ menu.

Menu Colour Key

Every menu item has its own distinct colour, both in the sidebar and on the Dashboard's Quick Actions grid — this guide uses the exact same colours for each topic, so a heading's colour here always matches the real menu item in the portal:

 My Loans	 My Holds	 Fines
 Loan History	 Search Books	 Wi-Fi Access
 Request Locker	 Study Room	 Plagiarism Check
 My Profile	 Change Password	 Feedback
 Chat with Library	 Notifications	 Log Out



3. Dashboard

The Dashboard (</patron/dashboard>) is the home screen after login and gives an at-a-glance summary of your account:

- **Stat cards** — Active Loans, Overdue count, Holds, and Fines Due (or "No Fines"), each tappable to jump straight to that section.
- **Currently Borrowed** — your active loans with due dates, and an overdue warning if applicable.
- **Book Fines** and **Locker Fines** — itemised, with a running Total Outstanding if any fines are unpaid.
- **Locker** — shows whether you currently have a locker assigned, and since when.
- **Account Summary** — your membership category, expiry date, and other account details.
- **Quick Actions** — a one-tap grid to Search Books, view History, My Holds, Profile, Request Locker, Study Room, Plagiarism Check, Wi-Fi Access, and Feedback.

If you have overdue books, a warning banner appears at the top with a direct link to your loans.



4. My Library

4.1 My Loans & Renewing Books

</patron/loans> — lists every book currently checked out to you, with the due date, call number, and branch. Overdue items are clearly flagged.

- 1 Find the book you want to renew in the list.
- 2 Press **Renew**.
- 3 The new due date is shown immediately, along with how many renewals you have left (renewal limits depend on your membership category and the book's item type).

A book cannot be renewed if it is overdue past the allowed limit, has a hold placed on it by another patron, or you have reached the maximum number of renewals — in these cases, please return the book to the library desk.

4.2 My Holds

</patron/holds> — lists books you have reserved that are not currently available for borrowing (already checked out to someone else). Shows the date you placed each hold.

- To **cancel** a hold, press **Cancel** next to it and confirm. Cancelling loses your place in the queue — you'll need to place a new hold if you change your mind.
- Holds are placed from a book's detail page after searching the catalogue (Section 5).

4.3 Fines

</patron/fines> — a full breakdown of book fines and locker fines, each line showing the amount, what it's for, and how much is still outstanding. The Total Outstanding amount is shown prominently if you owe anything.

Fines are paid in person at the library service desk — the portal shows what you owe, but payment itself is not processed online. Press **How to Pay?** on this page for the current payment instructions.

4.4 Loan History

</patron/history> — a complete, paginated record of every book you've borrowed and returned in the past, including whether each was returned on time or late. Twenty records per page.



5. Catalogue — Searching for Books

`/patron/search` — search the full library catalogue by title, author, ISBN, or keyword, with filters to narrow results (e.g. by availability).

- 1 Type a search term into the search box (available from the top bar on every page, or the dedicated Search page).
- 2 Use the filter options to narrow by availability or other criteria if needed.
- 3 Open any result to see its full details — description, availability, call number, and location.
- 4 If the book is currently checked out, you can **place a hold** from its detail page to reserve it.



6. Library Info — Wi-Fi Access

`/patron/wifi` — network name (SSID) and password for the two campus Wi-Fi networks:

NETWORK	BEST FOR
General campus network	Anywhere on campus
Library-dedicated network	Best signal strength inside the library building

Both networks provide full internet access, including e-resources and online journals. Passwords can be shown or copied directly from this page — press the eye icon to reveal a password, or the copy icon to copy it to your clipboard.



7. Requests

7.1 Request a Locker

</patron/locker/request> — submit a request for a personal locker. Fill in the requested date and any notes, and submit — a librarian will review and approve or assign a locker. Track the status of your request, and see your currently assigned locker (if any), on the Dashboard.

7.2 Book a Study Room

</patron/room/request> — request a group study room for a fixed time session.

- 1 Read the **Booking Policy** panel at the top — sessions are pre-defined, fixed time slots; bookings are for group academic use only (minimum 2 members); approval is required; and rooms must be left clean and quiet.
- 2 Pick a **date** (bookings can only be made a limited number of days in advance).
- 3 Choose an available **session slot** for that date — slots are fetched live based on what's actually open that day.
- 4 Enter your **group size** and the **purpose** of the booking.
- 5 Optionally add **groupmates** by roll number — the system looks up and confirms each one.
- 6 Accept the booking policy checkbox and press **Submit Booking Request**.

You'll be notified once the request is approved and a room is assigned. A short list of your recent bookings appears on this page, with a link to **View All** your booking history (</patron/room/history>).

7.3 Plagiarism & AI Check

</patron/plagiarism> — submit a document (thesis, dissertation, research paper, assignment, journal article, or report) for library staff to run through plagiarism and AI-detection tools.

- 1 Enter a **document title** and select the **document type**.
- 2 Upload your file — **PDF, DOC, or DOCX**, up to 20 MB.
- 3 Optionally add a note for the reviewing staff member.
- 4 Press **Submit for Check**.

Library staff review the submission and upload a report back to your account, usually within **24–48 working hours**. You'll receive a notification when it's ready. Each submission has its own thread where you can exchange messages with staff until the ticket is marked closed. A short list of recent submissions appears on this page, with a link to **View All** (</patron/plagiarism/history>) for your complete submission history.

8. Account

8.1 My Profile

</patron/profile> — view your registered details and request updates. Editable fields include your photo, name, date of birth, gender, mobile, phone, email, address, and department/batch.

Profile changes are not applied instantly — you submit a **modification request** with your reason for the update, and library staff review and approve it. You can see the status of previous requests on the same page.

8.2 Change Password

</patron/change-password> — enter your current password, then your new password twice to confirm. If you don't remember your current password, use the password-reset request option on this page, or visit the library desk.

8.3 Feedback

</patron/feedback> — send a message to the library. Choose a type:

TYPE	USE FOR
 Feedback	General suggestions or positive comments
 Observation	Something you noticed that staff should be aware of
 Complaint	A problem that needs attention

Add a subject and details, then submit. Your name and contact details are attached automatically from your account.

8.4 Chat with Library

</patron/chat> — live chat with library staff for quick questions. A green indicator shows when staff are online; unread replies show as a badge on the menu item. You can rate the conversation and download a transcript once it ends.

8.5 Notifications

The bell icon in the top bar shows recent alerts — due-date reminders, updates on your requests (room, locker, plagiarism check), and staff replies. Press **Mark all read** to clear the unread badge.



9. Mobile App

An installable Android app is available, wrapping the same Patron Portal for a more native mobile experience. It can be downloaded from the login page of the portal (a **Download App** link appears if a build is available).

- The app requires an internet connection (campus Wi-Fi or mobile data) to load the portal and stay up to date.
- It always connects to the current official portal address automatically — you never need to manually update or reconfigure it when installing a new version.
- All the same features described in this guide are available inside the app.



10. Quick Reference — All Menu Items

MENU ITEM	PATH	WHAT IT'S FOR
Dashboard	/patron/dashboard	Account overview & quick actions
My Loans	/patron/loans	View & renew borrowed books
My Holds	/patron/holds	View & cancel book reservations
Fines	/patron/fines	Book & locker fines, outstanding balance
Loan History	/patron/history	Past borrowing record
Search Books	/patron/search	Search the library catalogue
Wi-Fi Access	/patron/wifi	Campus Wi-Fi network names & passwords
Request Locker	/patron/locker/request	Request a personal locker
Study Room	/patron/room/request	Book a group study room session
Room History	/patron/room/history	Full study room booking history
Plagiarism Check	/patron/plagiarism	Submit a document for plagiarism/AI check
Plagiarism History	/patron/plagiarism/history	Full submission history
My Profile	/patron/profile	View & request profile updates
Change Password	/patron/change-password	Update your login password
Feedback	/patron/feedback	Send feedback, an observation, or a complaint
Chat with Library	/patron/chat	Live chat with library staff
Notifications	Bell icon, any page	Alerts & updates on your requests



11. Frequently Asked Questions

11.1 Account & Access



LOGIN

I forgot my password. What do I do?

Visit the library service desk, or if you're already logged in on another device, use the password-reset request option on the Change Password page.



LOGIN

I'm a new student/staff member — how do I get portal access?

You need to be a registered library member first. Once your membership is approved, log in with your User ID, Card Number, or Roll Number and the library password issued to you.



CARD

What if I lose my library card?

Visit the desk to have it reissued. You don't need the physical card to use the portal in the meantime — logging in also works with your User ID or Roll Number.



PRIVACY

Is my personal data safe on the portal?

Your account details are only visible to you and authorised library staff, and are used solely for library services — circulation, requests, and communicating with you about your account.

11.2 Borrowing & Fines



LOANS

Why can't I renew a book?

A renewal can be blocked if the book is overdue beyond the allowed limit, another patron has placed a hold on it, or you've used up your renewal limit for that item type. Visit the desk if you need help.



LOANS

How many books can I borrow, and for how long?

This depends on your membership category and the type of item — the exact due date and how many renewals you have left are always shown against each book on the My Loans page.



FINES

How do I pay my fines?

Fines are shown on the portal for your reference, but payment is handled in person at the library service desk. See the **"How to Pay?"** button on the Fines page for current instructions.

11.3 Requests & Bookings

PROFILE

My profile information is wrong — can I fix it myself?

Submit a correction through **My Profile** → **Submit Update Request**. A staff member will review and apply approved changes; you can't edit your own record directly.

STUDY ROOM

What happens if my group doesn't show up for a booked session?

Bookings are automatically cancelled if you haven't checked in within a grace period after the session start time (30 minutes by default) — the room is then freed up for other patrons. You'll get a notification if this happens to you.

STUDY ROOM

Can I cancel or change a study room booking?

Contact the library desk to cancel or change an existing booking.

LOCKER

What happens if I keep my locker past due, or lose the key?

An overnight fine (₮50 per night by default) is automatically added each night the locker remains overdue or the key is reported lost, until it's resolved at the library desk.

PLAGIARISM

How long does a plagiarism check take?

Usually 24–48 working hours. You'll get a notification the moment your report is ready to download.

PLAGIARISM

What file types and size are accepted for a plagiarism check?

PDF, DOC, or DOCX files, up to 20 MB.

11.4 Everything Else

WI-FI

Does the library Wi-Fi work outside the library building?

The general campus network works anywhere on campus. The library-dedicated network gives the strongest signal but is only intended for use inside the library building.

SUPPORT

What's the difference between Feedback and Chat with Library?

Chat with Library is a live, real-time conversation with staff during service hours. **Feedback** is a message you send (feedback, an observation, or a complaint) for staff to review later — use it when you don't need an instant reply.

SEARCH

Can I search the library catalogue without logging in?

Yes — the full catalogue can be browsed publicly through the library's discovery search. Logging into the Patron Portal is only needed to place holds, check your loans, or manage your account.

APP

The app shows an old address, or won't load.

Make sure your device has an internet connection, then close and reopen the app — it automatically checks for the current portal address on every launch. If the problem continues, reinstall the latest version from the portal's login page.



12. Getting Help

For anything not covered in this guide:

- Use **Chat with Library** from within the portal for a quick response during service hours.
- Submit a message via the **Feedback** page.
- Visit the **library service desk** in person for account issues, password resets, and fine payments.

This guide covers the Patron Portal as of July 2026. Menu items and features may be updated over time — check the portal itself for the most current options.