How to request a book or book chapter using Library Search Ketu

When would I request a book?

− When a book is ‘currently unavailable’ (on loan) and you need it before the date it is due back.

− When you would like a book sent to another University of Otago Library for pick-up (e.g. request a book from held in the Wellington Medical Library).

Book results in Library Search Ketu:

Here is the result for the book, *Encountering the everyday* in Library Search Ketu and you can see that it is currently unavailable (click on *Available in the Library* for more information).

Requesting a book:

- Click on *Available in the Library* and then *Sign in* for request options

- Choose the University of Otago Sign-In option and log in using your student or staff username and password.
• Once signed in, the **Request** and **Scan request** options will be available for the book. To request the book, click on **Request** (to request a chapter from the book, choose **scan request**).

• Now go to the **Pickup Location** menu and choose the Library you want to pick the book up from (e.g. the Robertson Library); then click on **Request** to complete.

• Confirmation that your request was successful should appear on screen.

**Common questions about making requests:**

How will I know when the book I requested is available to pick up?
The Library will send an email to your student/staff address

How long does it take to get the book I requested?

- Books on loan to someone else should be returned within 7 days of making a request.
- Library books at another University of Otago campus usually take 2-3 days to arrive.
- Books held at another Library on the Dunedin campus are usually available within 24 hours.

My book has arrived, where do I collect it?

- Requested books can be collected from the Library hold shelf and this usually located in the Reserve collection of the Library you selected as the pick-up location.

Why was my request unsuccessful?

- You may have Library fines or overdue items that are preventing you from making requests. You can check this by going to My Account in Library Search Ketu.
- Books that are part of the Library’s Reserve collection cannot be sent to another Library for pick-up. They can however, be booked in advance for 1 to 2 hours.
- Items held at the Hocken Library can only be used in that Library. Requests to pick up Hocken items from other University of Otago Library will be unsuccessful.

For further assistance:

Email: ask.library@otago.ac.nz