How to request a book using Library Search Ketu

As well as being able to request books that are currently on loan, you can also request books from other University of Otago Libraries (e.g. the Southland campus Library) and collect them from a University Library of your choice.

Here is the result for the book in Library Search Ketu and it is available for loan from the Southland campus Library. To request a book, click on the book title to open the full record.

In the full record, go to the Get it section and choose to Sign in

Select University, if required, and click Sign in again

Enter your student or staff username and password and Continue.

Once signed in, Request and Scan request options will be available for the book. Choose Request.

(Scan request is for a single chapter / excerpt).
Choose the Library you want to pick the book up from (i.e. the **Pickup Location**) and then click **Request** to complete.

Request confirmation should appear on screen. Your request will be placed in a queue if the book is on loan or has prior requests placed on it.

You’ll receive an email from the University of Otago Library (to your student/staff account) when the book is ready to collect.

**Some FAQs:**

**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 can take up to 2-3 days to arrive.
- Books held at another Library on the Dunedin campus are usually available within 24 hours (Monday to Friday).

**The book has arrived, where do I collect it?**
- Requested books can be collected from the *hold shelf* and this is usually located in the Library’s Reserve collection (make sure you issue the book before leaving the reserve collection).

**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.
- Items that are part of the Library’s Reserve collection can’t be requested. However, you can *book* them for 2 hours (books) or 3 hours (DVDs), with the possibility of up to 3 renewals.
- Items held at the Hocken Library can be requested in advance but they can’t be sent to another Library. Hocken collections is a Reference only Library.

For further assistance:
- Email: [ask.library@otago.ac.nz](mailto:ask.library@otago.ac.nz)