

RESERVATIONS

How to place a Reservation on an item.

If you have checked the library catalogue - <http://catalogue.londonmet.ac.uk> - and found that the item you want is unavailable at the library you are in, but it is available at another library, then you can request that it be sent to the library of your choice for your collection.

If the item you want is unavailable because all copies of it have already been borrowed, then you may place a reservation on the item and await the first copy that becomes available.

You cannot reserve an item from the library you are in if there are copies available on the shelves at the time (those with the status: **not on loan**). If this is the case you are expected to find the item on the shelf yourself.

Once the request is made, and provided the item is available, it will take a few days for the item to arrive at your selected site library. You will then receive an email message to confirm that it is ready for your collection. If you check your library account you will see that the requested item is shown as **ready for pickup** when it has arrived and been processed.

Follow this procedure:

- Select the **Reserve** button at the top or bottom of the screen.
- Enter either your university network username & password or your 10 digit Library barcode (your borrower number) and PIN in the fields shown. (If you are unsure how this is done, see the section below).
- Select from the **drop down menu** the library you wish to collect the item from.
- You will be prompted with a screen telling you if your request was successful.
- If the item you reserved is popular you will be placed in an **automated queuing system** and will receive a copy of the item when you have moved to the front of the queue and the item has become available again.
- Await confirmation of the arrival of the item at the library requested. You will be **notified by email**, to the address you gave the library when you registered, when the item is **ready for collection**.
- You will need your ID card when you collect your reserved item from the library **counter**.

Please note

- You are only able to reserve items that have a loan period of one or three weeks.
- You may only reserve a total of six items at one time, so be selective and double check that the item selected is definitely the one you require.
- You cannot place more than one reservation against each item.

The item you reserved will only be held for one week from the date it arrived at the location you requested. If you fail to collect it within that week it will be sent back to the original library or passed on to the next person who has reserved it.

Collection of your reserved item is your responsibility and it can only be collected by you.