How to make an Interloan request

Contents

1. Logging in

- Choose the **Login** button on the Library Interloan page.
- Login to the Interloan service using your Victoria University username and password.

2. Finding a book/thesis or chapter

- Type the title of the book or thesis into the **Title** box.
- Add the **author** to get more exact results.
- Chapter details are added later.
- If you know the exact title use quotation marks to limit the search. E.g. "Wind in the Willows".

Field	Search Term	Operator
Title	"1000 tips by 100 eco architects"	and
Author		and
ISBN		Search

- If you know the ISBN of the book or thesis you can choose **ISBN** for the third search box and type in the number.
- Choose the **Search** button.

3. Finding a journal article

(If you are searching Te Waharoa see the "*Making a request for an article found on Te Waharoa*" section on page 5).

- Type in the journal **title** (not the article title) in the **Title** box.
- Add the **ISSN** into the third search box OR choose **Any** for this search box and type the word **"periodicals"** to get more exact results.
- Article details are added later.

| Field	Search Term	Operator
Title	"Insect molecular biology"	and
Author		and
ISSN	0962-1075	Search

- Choose the **Search** button.

4. Making a request

Book or Thesis

- If you are requesting a book or thesis choose the **Get it!** button.
- It does not matter which collection the item is held in. Requests will all be searched for in New Zealand first then Australia.

6. The advertising handbook / [edited by] Helen Powell ... [et al.].

Format: Book | Date: 2009 | Collection: Te Puna

Save Details Get it!

- Go to the bottom of the request form and enter the date you require the Interloan by in the Additional Information section:
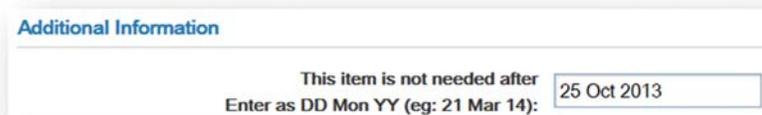
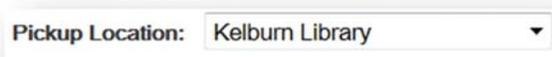**Additional Information**

This item is not needed after
Enter as DD Mon YY (eg: 21 Mar 14): 25 Oct 2013

- Enter a **Pickup Location** for where you want to collect the book/thesis from.
- If you are a **Distance** student choose the 'Distance' pick up location and the book/thesis will be posted to you.

Pickup Location: Kelburn Library

- Choose the **Request** button.

Journal article or book/thesis chapter

- There could be a number of entries for the same title in the results.
- It does not matter which collection the item is held in. Requests will all be searched for in New Zealand first then Australia.
- Choose the **Get it!** button for one of the correct titles.

- Enter article or book/thesis chapter details in the **Part Details** section.

- Go to the bottom of the request form and enter the date you require the Interloan by in the Additional Information section:

- Choose the **Request** button.
- If you request a chapter or article you will be required to accept a copyright declaration before the request is submitted.

5. Making a request for an article found on Te Waharoa

- If you have found the article you want on **Te Waharoa** choose the **Find in Library tab:**

- Choose the **Interloan Service** link.
- **Login** to the Interloan service using your Victoria University username and password.

- An Interloan request form will appear.

- Enter any additional details.
- Go to the bottom of the request form and enter the date you require the Interloan by in the Additional Information section:
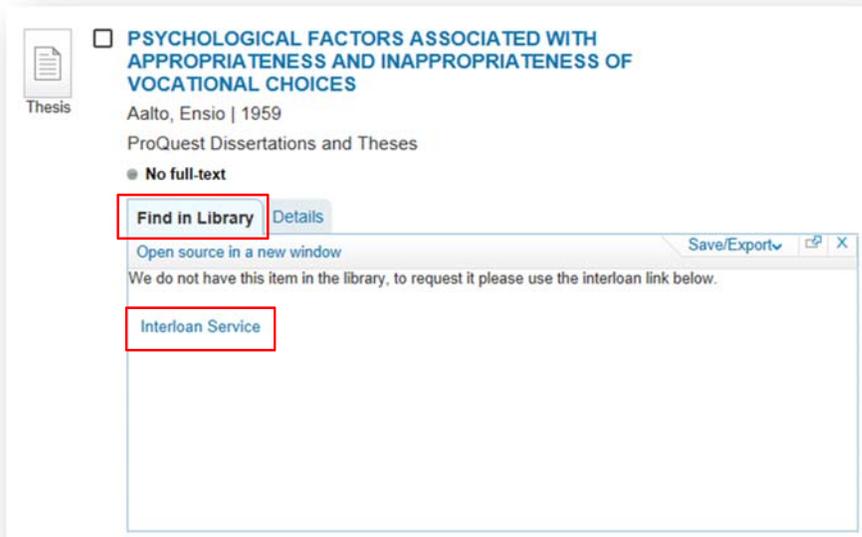

- Choose the **Request** button.
- If you request a chapter or article you will be required to accept a copyright declaration before the request is submitted.

6. Making an urgent request

- If your request is **urgent** enter 'Urgent request – cost accepted' into the **Need this urgently?** box
- Urgent requests (New Zealand only) cost $20.00 and usually arrive in 24-48 hours, weekends excluded.

Additional Comments:
Need this urgently? Please enter 'Urgent request - cost accepted'
Urgent requests cost $20.00
If you are charging to a department account or research grant; please note account number.

`Urgent request - cost accepted`

7. What to do if your request is not found

- If you have searched and are unable to find the title that you are looking for then you can create a manual request.
- Choose the **Create Manual Request** link which appears on the screen when no search results are found.

Waiting for details to be returned.

If this page does not refresh automatically, then you can reload it by clicking here or click with the right mouse button and select reload/refresh from the menu.

Total Hits:	Total Returned:
0	0

Can't find the item? Create Manual Request

- Fill out your request details in the **create request** form and choose **Request**

8. When your Interloan arrives

- When your Interloan arrives at the Library an email will be sent to you.
- Articles and chapters are sent electronically. A link to the article will be included in the email. You can sign in and download your request.
- Books or theses can be collected from Vic Info, Level 2 of the Kelburn Library or from the campus library you chose as your pick up location.

9. How to request a renewal for your Interloan

Renewals are able to be requested for some Interloans.

If your Interloan has "No Renewals" in the title renewals are not allowed by the library who supplied the loan. A library may also not allow a renewal when a renewal has been given previously or if there is another request for the loan.

If your Interloan is from an international Library (outside of New Zealand and Australia) please email Library-Interloans@vuw.ac.nz to request a renewal.

- To request a renewal login to the Interloan service following the instructions in Section 1 on page 1.
- Choose the **My Requests** link under the **My Account** heading in the sidebar.

- Next to your current Interloan request/s there will be a **Renew** button.

- Choose the **Renew** button
- On the **Renew Request** page the current due date of the Interloan will be displayed.
- Choose Request.

- A message will be displayed to show your renewal request has been submitted.

- You can track the progress of your renewal request by returning to the **My Requests** page.
- Initially there will be no change to the Interloans Status or Due Date.
- Your renewal request will go to the Library who supplied the Interloan and the status will change to **Renewal Requested**.
- The Library who supplied the Interloan will either approve the renewal and extend the due date or decline the renewal.

- You will then receive an email with a new due date or an email to say that the Interloan could not be renewed.
- If the renewal is declined you need to return the Interloan by the original due date.

10. Status messages

- The following status messages could appear on your requests.
- The messages are automatically generated by the system and you do not need to take any action.

- **Answer – will supply**: The supplying library has agreed they will supply and we are waiting for them to send it.
- **In process:** This is a new request that is waiting to be actioned by Interloan staff.
- **New:** This is a new request that is waiting to be actioned by Interloan staff.
- **Pending:** The item has been requested from a library and we are waiting on a response.
- **Request**: Library staff are still to approve and action the request, or it has already been requested from a library.
- **Received**: The Interloan has arrived.
- **Completed:** The request has been fufilled.
- **Returned:** The Interloan book/thesis has been returned to the supplying library.
- **Renewal requested:** We have applied for a renewal and are waiting to hear back from the supplying library.
- **Shipped:** The supplying library has sent the item and we are waiting for it to arrive.

11. Would you like more help?

You can ask for help at any library service point or contact us by phone or email:

Email: library-interloans@vuw.ac.nz

Phone: (04) 463 5693