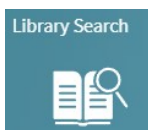


Request an item and cancel a request

1. Begin at **My Ara**: <https://myara.ara.ac.nz/>

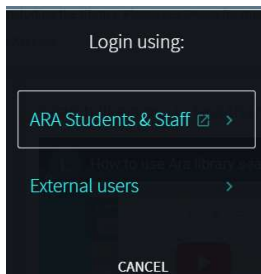
2. Click on the **Library Search** file.





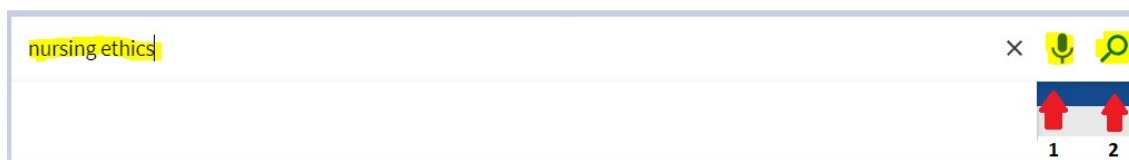
3. Check you can see your name in the top right corner which means you are signed in. If not, then click **Sign In**



4. If prompted, click on **Ara students & Staff** and sign in with your **Ara student email address**.



5. Type in your search terms and click the Search symbol  **(2)** or click the microphone icon  **(1)** and speak your search terms.



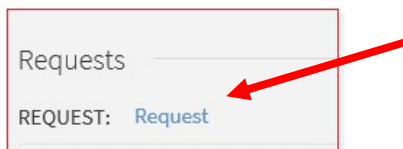
6. Click on the title of the item you want to request.



[Note: **Not available** means the item is on loan].

7. Click on Student / Staff Login

8. Click on **Request**



a. Select your **Pickup Location**: e.g. **City Campus Library**.

b. Click on **Send request**

A screenshot of the request form. It features a dropdown menu for 'Pickup Location' (with a red asterisk), a 'Terms of Use' dropdown, and a 'Comment' text area. At the bottom, there are two buttons: 'RESET FORM' with a circular arrow icon and 'SEND REQUEST' with a green arrow icon.

9. The response: **Your request was successfully placed.**

Notes:

- When your request is ready to collect, you will get a notice in your Ara email address.
- Your request will be held at the Pickup Location for 3 days only.
- If you are at the Ashburton or Oamaru campuses or are a distance student, choose your Pick up location as **Off Campus** and add your address and phone number in the **Comment** field. Your request will be posted to you.

To cancel your request

1. Follow steps 1-4 above.
2. Then click on your name in the top right corner
3. Click on **My Requests**
4. Click on **Cancel** to remove your request.

For further assistance

- Ask at the Library, Christchurch, Madras St. Campus
- Live chat with a Librarian during open hours via [Asklive](#)
- Ring (03) 9408089 or 0800 24 24 76 and ask for the Library
- Email : library@ara.ac.nz