Request an item

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

2. Choose the Primo Library Search tile.

3. Enter your keywords in the Search Books and More box.
   e.g.

   nursing ethics

4. Click on the Search icon or press Enter on your keyboard.

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

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

6. Click on Sign in

   Please sign in to check if there are any request options.
7. Click on Student / Staff Login

![Login using: Internal use only Student/Staff Login](image)

8. Use your Ara email address and network / Moodle password if the login box pops up. Your Ara email address is your `username@arastudent.ac.nz` e.g. `abc123@arastudent.ac.nz`

9. Click on Request

![Requests REQUEST: Request](image)

10. Select:
   a. your Pickup Location: e.g. City Campus Library.
   b. Your Not needed after date
   c. Send request

![Pickup Location 3 Week Loan Not needed after 28/02/2018](image)

11. Primo should respond: Your request was successfully placed.
To cancel your request

1. Go to My Ara app and click on Primo Library Search.

2. Click on My Library Account

3. Click on Requests

4. Click on Cancel to remove your request.

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 a distance student, choose your Pick up location as Home address and add your address and phone number in the Comment field. Your request will be posted to you.

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