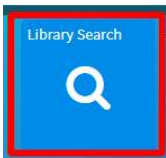


Request an item

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

2. Choose the **Library Search** file.

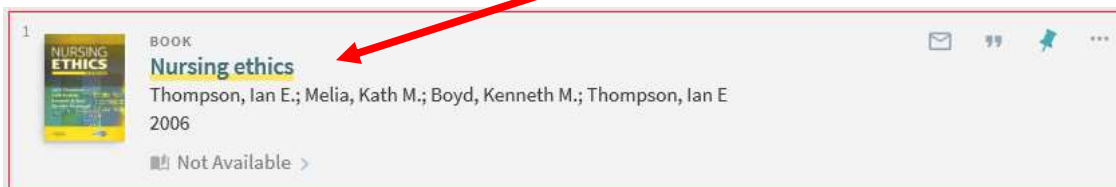


3. Enter your keywords in the **Search Books and More** box.
e.g.

 × 

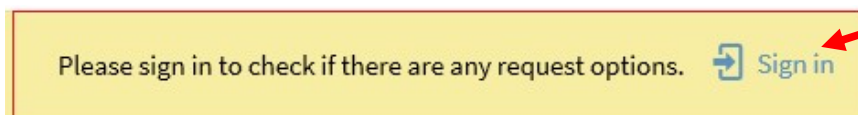
4. Click on the **Search icon**  or press **Enter** on your keyboard.

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

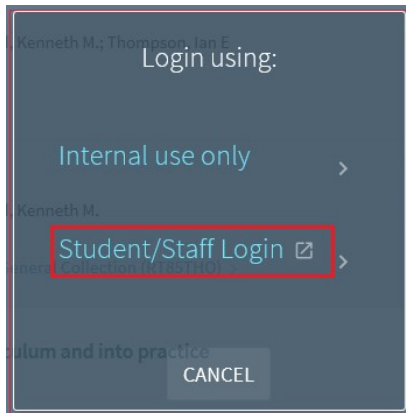
A search result card for the book "Nursing ethics". It includes a small book cover image, the title "Nursing ethics", authors "Thompson, Ian E.; Melia, Kath M.; Boyd, Kenneth M.; Thompson, Ian E", and the year "2006". Below the title, it says "Not Available >". A red arrow points to the title. There are also icons for email, quote, pin, and more options in the top right corner.

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

6. Click on **Sign in**

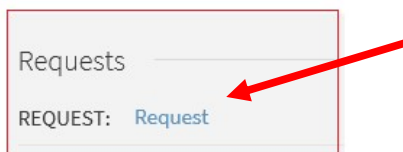
A yellow rectangular button with a dark border. It contains the text "Please sign in to check if there are any request options." followed by a blue "Sign in" button with a right-pointing arrow icon. A red arrow points to the "Sign in" button.

7. Click on Student / Staff Login



8. Use your **Ara email address and student 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**



10. Select :

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

A screenshot of a request form. It has several fields: "Pickup Location" with a dropdown arrow and a red "a." next to it; "Terms of Use" with a lock icon and a dropdown arrow; "3 Week Loan" with a dropdown arrow; "Not needed after" with a calendar icon, a date field containing "28/02/2018", and a dropdown arrow with a red "b." next to it; and a "Comment" text area. At the bottom right, there is a green button labeled "SEND REQUEST" with a red "c." next to it.

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