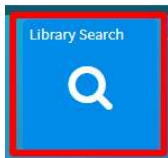


## Request an item

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

2. Choose the **Library Search** tile.

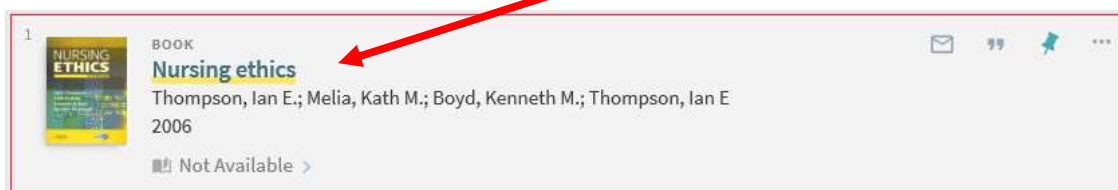


3. Enter your keywords in the **Search Books and More** box.  
e.g.

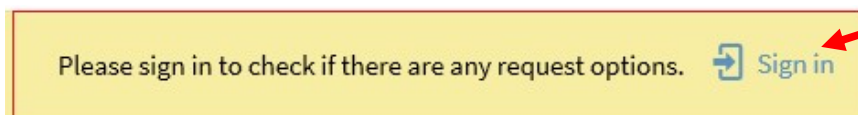
4. Click on the **Search icon**  or press **Enter** on your keyboard.

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

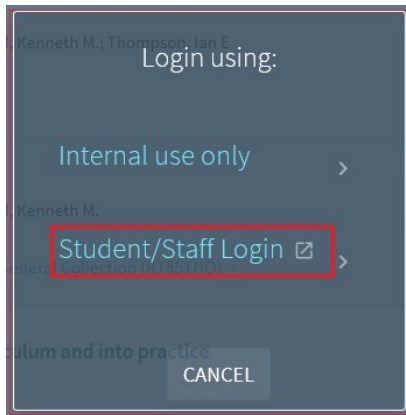


[Note: **Not available** means the item is on loan].

6. Click on **Sign in**

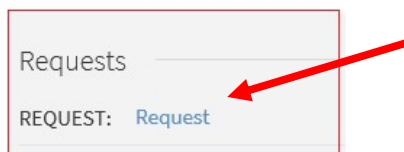


7. Click on Student / Staff Login



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](mailto:username@arastudent.ac.nz) e.g. [abc123@arastudent.ac.nz](mailto: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**

11. The response: **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](mailto:library@ara.ac.nz)