

Click-and-Collect Service

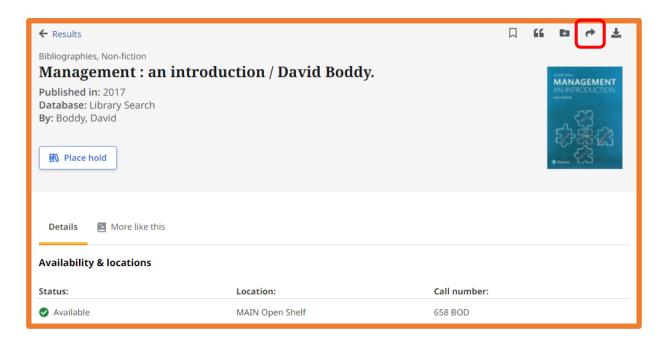
This book retrieval service is only available at the **Main Library in Windhoek**. It allows you to request print books online and just pick them up from the library.

Where do I start?

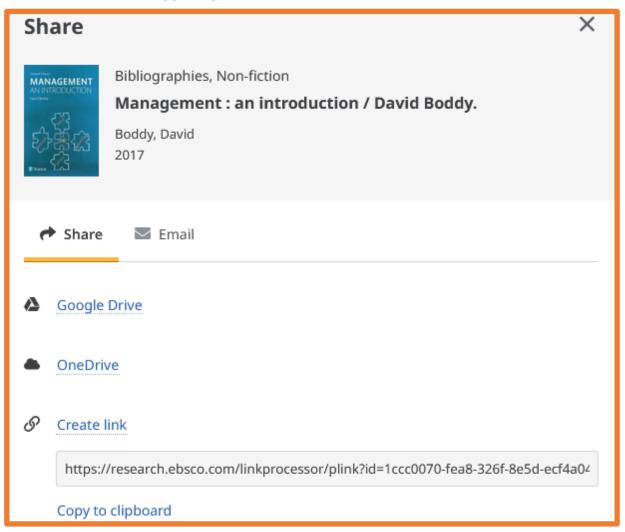
You can request a book by going to the <u>library's website</u> and logging into <u>My Library Account</u>. Search for the book you want and when you find it, click on the title of the book.



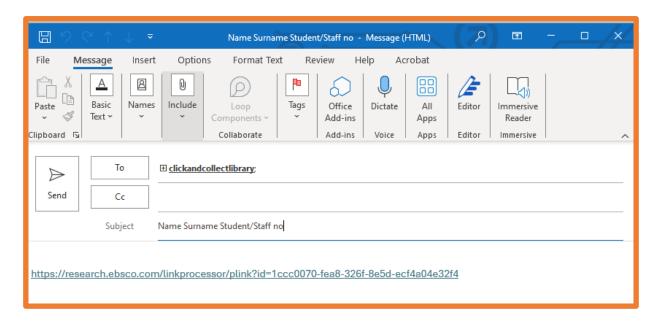
You will be taken to a complete display of the book. Select the share arrow icon on the right-hand corner of the screen.



Select 'Create link' and 'Copy to clipboard'.



Open your **e-mail** and paste the link in the body of the message. In the **address field** type in <u>clickandcollectlibrary@nust.na</u>, and in the <u>Subject field</u> fill in your Name Surname and your <u>Student/Staff/Outside Membership Number</u> and click on Send.



We will let you know when your request is ready for collection. Please bring along your student, staff, or outside membership card for identification purposes. For more information about the service, head to our Frequently Asked Questions (FAQs) for Click-and-Collect or call 0816920448.

FAQs for Click-and-Collect

Who can use the retrieval service?

Click-and-Collect is available to NUST Library members.

What can I borrow?

Loans are limited to books from the NUST Main Library, on-site collection only. All Library members can borrow open shelf books according to their normal loan privileges.

<u>Fines</u> apply for late returns.

You can check your Library Account for due dates.

How long will it take before I can collect my items?

You will receive an email or call from us within one business day. The message will tell you the loan details for each requested item, how long you can borrow them for and where to collect them from.

Can I request a book from one NUST Library location to be collected from another?

Requesting items for pick-up at a different location is currently not available.

Can I get interlibrary loans?

NUST Students and Staff can request interlibrary loans for items available electronically.

How do I return my items?

Click-and-Collect loans can be returned at the Security Desk of the Main Library.

What if the book I want is out on loan already?

You cannot request items currently out on loan. To discuss your requirements and possible alternative resources, you can contact us via phone +264 61 2072621/2022 or e-mail library@nust.na, WhatsApp or SMS to 0816920448 or completing the Ask a Librarian form. We will respond during office hours, Monday-Friday, 7:30-16:30.

How long will you hold my items for collection?

Books need to be collected within one working day of receiving the message that they are ready to be picked up.