Finding a book or book chapter

First type the title of the book in the Journal/Book Title box
Add the author to get more exact results

This search is an exact search not a keyword search

If you know the ISBN of the book you can type it into the Keyword Anywhere box

Click on the Search button
Finding a journal article

Type in the *journal* title (not the article title) in the **Journal/Book Title** box

Add the word "periodicals" OR the **ISSN** in the **Keyword Anywhere** box
to get more exact results

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Search Results screen

First check that the item you want is not already held in the University of Auckland Library

1. **Manners in the library / by Carrie Finn ; illustrated by Chris Lensch.**

   - Format: Book  |  Date: 2007  |  Collection: University of Auckland

If the item you want is held by the University of Auckland library but is at another campus library you can use the Intercampus Request service in the **Catalogue** to get it.

If the item is available online from the University of Auckland library click on the [icon](#) to search for the full text.
**Requesting the item**

**Books**

If you are requesting a book click the **Request it!** link.


Scroll to the bottom of the page and enter a **Pickup location** where you want to collect the book from.

Click the **Request** button.

**Journal article or book chapter**

The results screen may display several entries for the same title. Click on the **Request it!** link for one of the correct titles.

2. *Dairy exporter*

3. *The dairy exporter.*

Once you have clicked on the **Request it!** link enter article or book chapter details under the heading **Part Details.**
If you only require a copy of part of this item then please enter details here.

**Author of Paper:** Gillham, B  
**Title of Paper:** Doing things well and keeping the cows happy  
**Volume/Issue:** 86(11)  
**Pages:** 88-91

After entering the details click on the **Request** button.

If you are requesting a book chapter or journal article you will be required to accept a copyright declaration before the request proceeds.

**Urgent Request?**

If your request is urgent tell us in the **Need this urgently?** notes box and include the date you need it by.

Urgent requests cost $23 if we get it by the requested date.

**Additional Information**

**Urgent requests cost $23.00**

This item is not needed after: 24 SEP 2011

**Need this urgently? Tell us here:**

Urgent - I need this in two days by August 2.

Articles and book chapters will be sent to: ka.wilson@auckland.ac.nz
**Item not found?**

If you cannot find what you are looking for after searching then you can fill out a blank request form.

The Create Request form is in the left menu under **My Account** or at the end of the results list.

**How do I know when my interloan has arrived?**

When your item is received in the Library you will be notified by an email message to your University email address.

Most articles and chapters are sent electronically. A link to the Interloan database will be included in the email and you can sign in and download your request.

Books can be collected from the General Library Helpdesk, Level G, or from the pickup location of a campus library you have selected.
**Status messages**

The following status messages may appear on your requests.

These messages are generated automatically by the system; you do not need to take any action.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDLE</td>
<td>Request has not yet been processed by the system.</td>
</tr>
<tr>
<td>PENDING</td>
<td>Request is waiting for a response from the supplying library.</td>
</tr>
<tr>
<td>NOT SUPPLIED</td>
<td>Request cannot be supplied by any libraries in this system. Other suppliers will be found.</td>
</tr>
<tr>
<td>CONDITIONAL</td>
<td>Additional information is required by the supplying library. Library staff will follow this up.</td>
</tr>
<tr>
<td>CANCEL PENDING</td>
<td>A cancellation has been requested.</td>
</tr>
<tr>
<td>CANCELLED</td>
<td>Request has been cancelled.</td>
</tr>
<tr>
<td>SHIPPED</td>
<td>Requested item has been sent by the supplying library but has not yet been received.</td>
</tr>
<tr>
<td>RECEIVED</td>
<td>Requested item has been received in the Library.</td>
</tr>
<tr>
<td>RETURNED</td>
<td>Loan has been returned to the supplying library.</td>
</tr>
<tr>
<td>OVERDUE</td>
<td>Loan is now overdue; please return as soon as possible, or request a renewal.</td>
</tr>
<tr>
<td>RENEW PENDING</td>
<td>A renewal has been requested.</td>
</tr>
<tr>
<td>RECALL</td>
<td>Loan has been recalled; please return immediately.</td>
</tr>
</tbody>
</table>

**Need more help?**

Please ask for assistance at any library helpdesk.

Email us au.interloans@auckland.ac.nz

Phone +64 9 373 7599 ext 88984 or 84477