Using the book postal service

Books from the University Library collection and journal articles can be sent world-wide upon request to Northumbria students who are studying part-time, by distance learning, or are work based learners. Students on a placement for more than six weeks are also eligible for the duration of their placement. All must have a valid Northumbria University Smartcard.

For speed, and your convenience, we will provide an electronic copy wherever possible, unless you specify otherwise.

The service operates from Monday to Friday between 9am and 5pm (GMT), so any requests made outside of this time will be dealt with the next working day.

Requests via Library Search

One method you can use to make requests is through Library Search – please note that the item will be sent to your preferred address that we have on our system, but you can get us to send it to an alternative address by contacting us (details on reverse). Or, to input an alternative address at the point of request, please use the other method of request overleaf.

**NOTE:** You will need to be logged in to Library Search.

1. Discover your resources using Library Search.

2. Click on the title of the item you require.

3. Click **Request**.

4. Select **Home Address** from the Pickup Location drop-down, this is the only mandatory field, fill the others as required.

5. Click **Request**.
Requests via the Book Request form

Another method for making requests is via the Book Request form, accessible from your Information for... page on University Library Online. Using this method means you can input an alternative address at the point of request.

1. Access the form on your Information for... page through University Library Online.

2. Enter your Name, Email, Address, Library Number (on the bottom of your Smartcard), the Title of the book (all mandatory fields are marked). Provide other details as you see fit.

3. Click Submit.

4. You will see a confirmation message.

What happens next...

What we’ll do ...

1. If your book is on the shelf we will select a 4 week loan if available and only choose a 7 day loan if not. If it is not on the shelf, it will be reserved for you.

2. If you make multiple requests, we will bundle your requests where availability of books allows.

3. We will dispatch your book(s) via recorded delivery to your preferred address on our system, or an alternative if you have specified. Please ensure that your address is correct on your student portal.
What you’ll do …

1. As we send the book(s) by recorded delivery, they will have to be signed for if you are not at home, this method will allow us to track who has signed for them on your behalf.

2. Books are renewed automatically for up to one calendar year as long as they are not reserved by another user and you do not have fines over £20.00. Automatic renewals will cease if another user requests the item and you will receive an email notifying you your book will not be renewed and should be returned to the Library.

3. Once you have finished with your book(s) or the loan period is up, you will post them back to us at the address on the right; we would recommend using recorded delivery. The cost of return will be paid by you. You can, of course, return it in person to City Campus Library or Coach Lane Library.

Contact us: in.dls@northumbria.ac.uk or 0191 227 4140