



## Academy Library

# Mediated Retrieval Service of Canberra physical collection items

A mediated retrieval service is now available to access physical items (e.g. print books and AV items) from the Academy Library's collection. This mediated service is offered in the context of a stable and/or improving COVID-19 situation. If COVID-19 guidance changes significantly and/or the UNSW Canberra campus closes, it is expected that the Academy Library would reduce or cease onsite services. This information sheet lists a number of Q&As:

- **Who can use the retrieval service?**

Staff, military undergraduate students and HDR students are eligible for the onsite retrieval service. A temporary postal service is available to send items to civilian undergraduates, and for HDR students who are unable to come to campus.

Postgraduate coursework students will be supported with fully online resources. Community borrowers are currently unable to be supported by the Academy Library.

- **How does it work?**

The retrieval service will operate Monday to Friday, 9.15 to 4.45pm, beginning Tuesday 5<sup>th</sup> May, 2020.

- Requests for up to five (5) items per week may be made using the [Item retrieval request form](#).
- Clients are asked to check item details, holdings and availability via [SearchGateway](#) before submitting their requests.
- Once submitted, library staff will retrieve the requested items and when your item is ready for collection, you will be contacted by Library staff to arrange a suitable pickup time/date.
- Once onsite, access to the Library to pick up items can be gained by calling 0434 369 043.

- **What can I borrow?**

Loans are limited to items from the Academy Library's onsite collection only. Items from the UNSW Sydney libraries are not currently available for loan and nor are items from the Canberra Course Reserve (CR) collection however some digitisation of chapters may be possible from CR items.

- **Can I get interlibrary loans?**

You can request [interlibrary loans](#) for items available electronically. No print interlibrary loans can be ordered at the moment.

- **How long can I keep my loan/s?**

There is no change to loan periods, and these are as outlined on the Library [website](#). Loans may be renewed via [myLibrary](#) or by calling 0434 369 043. Items will also auto-renew if the due date is reached.

- **What hygiene protocols will be in place?**

The Library has maintained strict hygiene protocols in line with UNSW Canberra and government guidelines. These protocols will be required to be adhered to by staff and borrowers. Transfer of materials will be contactless to ensure staff and borrower safety.

Items returned to the Library will undergo a quarantine period prior to being issued to the next borrower.

- **How do I return my items?**

The Library's *external* returns chute is open 24/7 for you to return items. Items can also be posted back to the Academy Library.

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

Items currently out-on-loan are not being recalled. Contact [Ask Us](#) to discuss your requirements and alternative resources.

- **What if I can't get to the Library as I have arranged?**

If a client does not come at the time agreed, items will be held for that day and the person will be contacted to make a new date and time. If items remain uncollected a second time the request will be cancelled.

- **Can I use the Library building or facilities?**

No public access to the Library building or collections is currently permitted other than for pre-arranged access to the Library's bookable PC workstations.

Those clients who are eligible can book a PC by calling the Library on 0434 369 043, Monday to Friday 9am to 5pm.