

# Postal loans FAQ

## How do I register to use postal loans?

1. Open the [registration form](#).
2. Fill in your details as requested.
3. Submit the form to the postal loans team.

The team will check your details and respond to your request as quickly as possible (normally within one working day, but please bear with us if it takes a little longer). We will send an email to your NTU email address.

You will be able to start making requests as soon as the postal loans team have accepted your registration.

## How do I make a request?

1. Sign in to [Library OneSearch](#) using your student username and password.
2. Search to find the item you require.
3. Click on 'Request'.
4. Choose "Home Delivery" from the "Pickup location" drop down box.
5. Fill in the "Last interest date" that the item will be of use to you.
6. Click the 'Hold' button to submit your request.

If the item is available on the open shelves, the postal loans team will post it to your preferred address. If the item is already out on loan, the team will send it to you when it has been returned.

If the item you require is an article from a journal which we hold in print format, please [email us](#) the details.

## How can I check what is happening to my request?

- You can view the status of your request by checking 'My Account' on [Library OneSearch](#).
- If the book is still on the "Requests" list, and showing as "in process" then it has not yet been sent to you. This could be because:
  - we need to retrieve it from another site library
  - the book is not in its correct place on the shelf and we are still looking for it
  - all copies are already out to other readers and we are waiting for one to be returned for you.
- If you can see the book in your list of loans, this means we have already sent it to you. Click on the title to see more information about the loan, including the date we issued it. This is usually the same date we posted it.

### **How will I receive the books I ask for?**

- When you register we will ask you to provide us with a delivery address (which must be in the UK).
- We will send items to you by courier. Please choose an address where you know there will be someone in to receive and sign for the parcel (this may be a work or home address).
- If the book is available on the shelf at the Boots Library, you should receive it the following working day.
- Books may take longer if they are already out on loan to someone else or if they need to be retrieved from Clifton or Brackenhurst libraries.
- We will always send a message to your NTU mailbox when we dispatch a parcel to you so that you know to expect it the following day. Please let us know if you do not receive it.

### **How long can I keep the books for?**

- One week loans will be issued for two weeks.
- Long loans will be issued for four weeks for undergraduate students and 10 weeks for postgraduate research students.

### **Can I request all types of library material?**

We cannot send the following items to you via the postal loans service:

- four hour loans
- reference-only material
- inter-library loan books.

If the item you require is an article from a journal which we hold in print format, please [email us](#) the details.

### **Can I renew postal loans?**

- Yes, you can renew postal loans an unlimited number of times, provided no-one else has requested them.
- You will receive a reminder email two days before an item is due back, to give you time to renew it or send it back to us.
- You can renew books on line via [Library OneSearch](#) or by telephone +44 (0)115 848 2175.

### **Will I be charged fines on postal loans?**

If the book is not returned within a few days of its due date, fines will be charged at the [standard rate](#).

## Will my postal loans be recalled?

We may recall items on loan to you if someone else requests them. Recalled items may need to be returned early but we will give you a minimum of one week to return them. If the items are not returned within a few days of the new due date then you will incur fines, so please [let us know](#) if you are unable to return postal loans on time.

## How do I return the books?

- We will send you a return address label with each book.
- You should wrap the books securely (we recommend using either a Jiffy bag or a box to protect them) and return them to the address given.
- All students, except those referred by Student Support Services, will be expected to pay the postage on items you return to us.
- You will be responsible for damage to or loss of books in transit to us, so we would suggest a registered or recorded delivery.
- The books will be removed from your record as soon as we receive them, so you will be able to check your loans online by checking 'My Account' on [Library OneSearch](#) to make sure they have been returned.
- If you are able to come to one of the NTU libraries, you will be able to return the books at the desk, or via self-service in the normal way.

## What if the books go missing in the post?

- We will pay the postage when we send books out to you, and so will take responsibility if they are lost or damaged in transit (unless the loss is a direct result of you not being there to sign for the parcel).
- If a book goes missing in transit to you, and we have another copy, we will send it to you. This, however, may not always be possible.
- You will be responsible for paying the return postage and will be responsible for any loss or damage. We suggest that you choose a registered or recorded delivery.

## Is the postal loans service my only option if I can't get into the library?

- No. There are several other options open to you.
- You may be able to take advantage of the [SCONUL Access scheme](#) to borrow items from other University libraries.
- NTU has an extensive collection of e-books and e-journals. You may be able to access the material you require directly on your own desktop. You can check for these using [Library OneSearch](#).
- Some of your course materials may be available on the [NOW](#).