Click and Collect Service

- To borrow a book, you will need to request it via the Library system. You can request books that are on the shelf in the Library and those that are out on loan to another student.

- **Requesting a book**
  
  Go to [Discovery](#).
  
  Sign in (top right-hand corner)
  
  Search for the book you would like to borrow

- Once you have found the book that you would like to borrow, there will be an option to request it

  ![Requesting a book screenshot](image)

  - **Select Request** and fill in the details

    **Details of title you requested:**

    - **Material Type:**
    - **Pickup Location:** Dubai
    - **Not Needed After:** 31/03/2021
    - **Comment:**

    CANCEL

    REQUEST

- Your request will be placed.

  Request placed. Place in queue is 0
• The request will then be processed by Library staff and the book will either be found from the shelves or will be recalled from another student if they have it out on loan.

• **Collecting a book**
  When your book is available for you to collect, you will receive an email from the Library Service Desk. The email will give you instructions about when and where to come to collect the book.
  **Please wait until you have the email with details of collection before visiting the Library.**

• If the book is in the Library, you will be able to collect it the next day.
  If the book has to be recalled, this can take anytime up to 2 – 3 weeks as it will rely on the student who currently has the book on loan returning it. Students have up to 2 weeks to return a recalled book.

• All books when they are returned from other borrowers, must be **quarantined for 48 hours** to comply with safety guidelines.

• You must bring your **Student ID card/ Emirates ID** so that we can check the details.
  The book will be issued to your Library account by staff before collection.
• If you need further assistance, kindly contact us through dl91@hw.ac.uk