Request an item

1. Begin at **My Ara**: https://myara.ara.ac.nz/

2 Choose the **Primo Library Search** tile.
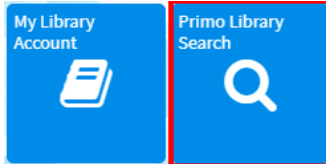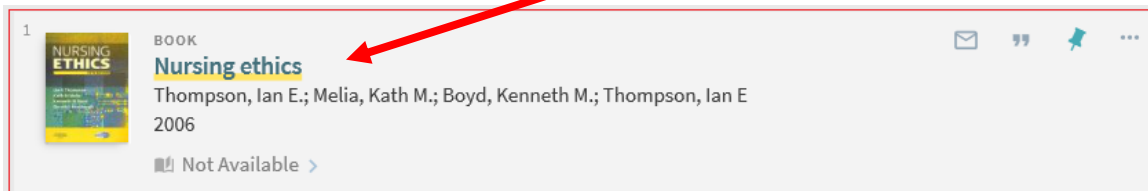

3 Enter your keywords in the **Search Books and More** box.
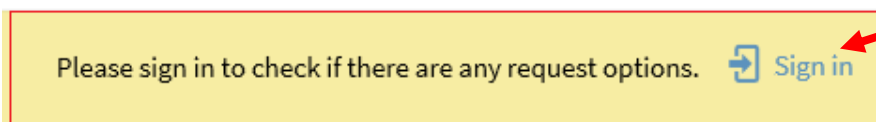   e.g.

4. Click on the **Search icon** or press **Enter** on your keyboard.

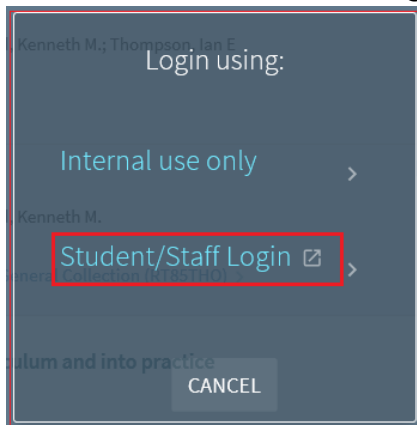5. Click on the title of the item you want to request.

   [Note: **Not available** means the item is on loan].
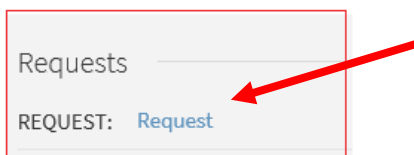
6. Click on **Sign in**
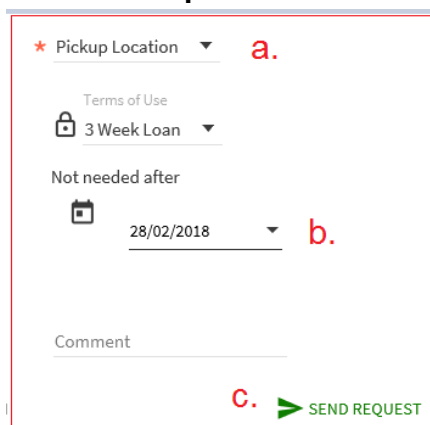
7. Click on Student / Staff Login

8. Use your **Ara email address and network / Moodle password** if the login box pops up. Your Ara email address is your username@arastudent.ac.nz e.g. abc123@arastudent.ac.nz

9. Click on **Request**

10. Select :
    a. your **Pickup Location:** e.g. **City Campus Library.**
    b. Your **Not needed after** date
    c. **Send request**

11. **Primo** should respond: **Your request was successfully placed.**

To cancel your request

1. Go to My Ara app and click on **Primo Library Search.**

2. Click on **My Library Account**

3. Click on **Requests**

4. Click on **Cancel** to remove your request.

Notes:

- When your request is ready to collect, you will get a notice in your Ara email address.
- Your request will be held at the Pickup Location for 3 days only.
- If you are at the Ashburton or Oamaru campuses or a distance student, choose your Pick up location as **Home address** and add your address and phone number in the **Comment** field. Your request will be posted to you.

For further assistance

- Ask at the Library, Christchurch, Madras St. Campus
- Live chat with a Librarian during open hours via Asklive
- Ring (03) 9408089 or 0800 24 24 76 and ask for the Library
- Email : library@ara.ac.nz