Online Request

Note:

Requests are accepted for items with the following status:

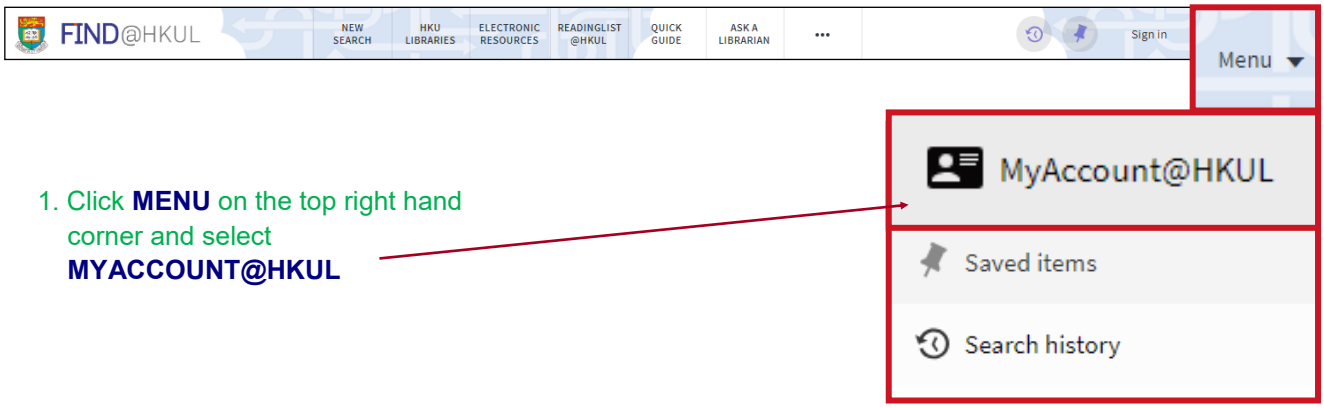
- ***DUE dd-mm-yy*** **(Checked out by another patron or other UGC-funded libraries)**
- ***On Holdshelf*** **(Held for another patron)**

Requests are rejected for items under the following conditions:

- **An item is not requestable (e.g. 3-hours loan period)**
- **An item with the status "Available"**
- **An item is located at owning library**
- **The borrower whose borrowing privilege has been suspended or terminated**
- **Borrower's account has outstanding charges that exceeds the prescribed limit**
- **Borrower's account has overdue recalled item or more than 5 long overdue items**

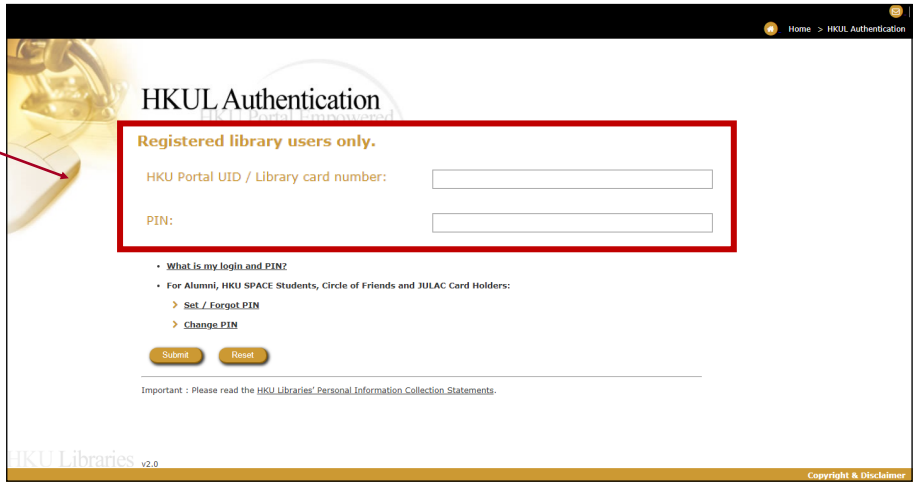
A. How to request books online?

1 Sign In



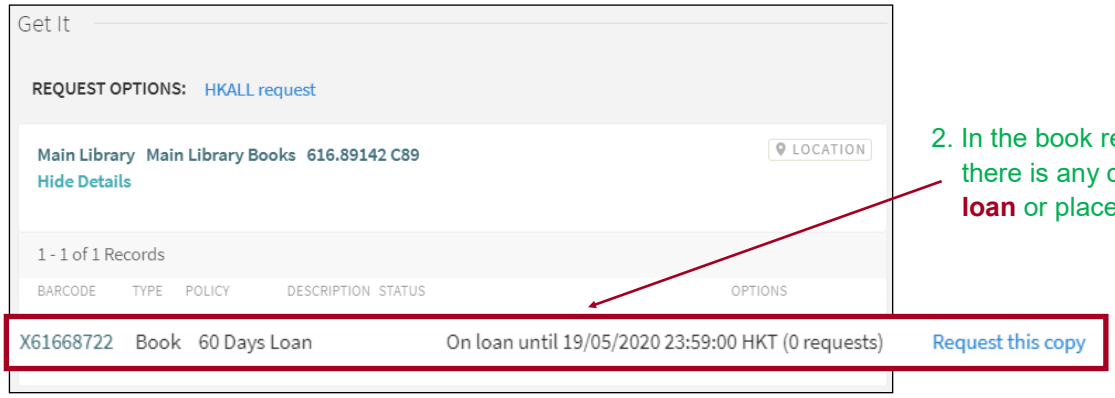
1. Click **MENU** on the top right hand corner and select **MYACCOUNT@HKUL**

2. Log in with HKU Portal UID / Library card number and PIN



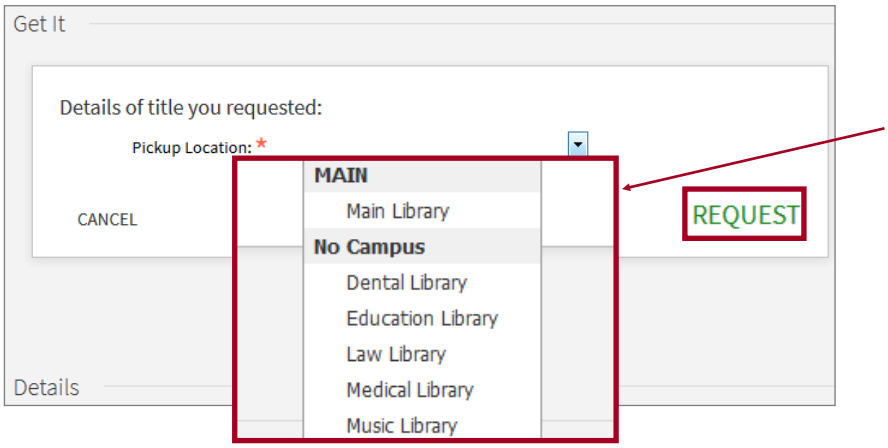
2 Locate the desired item in FIND@HKUL

1. Search for the item, e.g. using title search



2. In the book record, check if there is any copy being **on loan** or placed on **holdshelf**

3 Request items



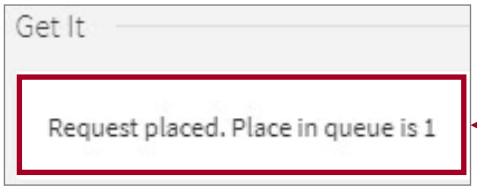
1. Click Request this copy

2. Select your desired **pickup location** from the dropdown menu

   (Note: You can only select the location for collecting items with loan periods of more than 14 days)

3. Submit your **REQUEST**

4 Request confirmed



A confirmation message will be displayed

5 Pick up the requested item

Once the item is available for pickup, the Libraries will send the requester an email notification. The item will then be placed on holdshelf for collection.

B. How to request bound journals or for a particular article from storage?

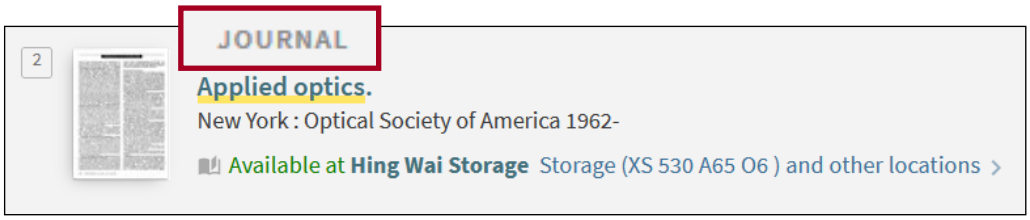
Example: Title: Light propagation in graded-index optical fibers

Source: Applied optics [0003-6935] Feit, M D yr:1978 vol: 17 iss:24 pg:3990-3998

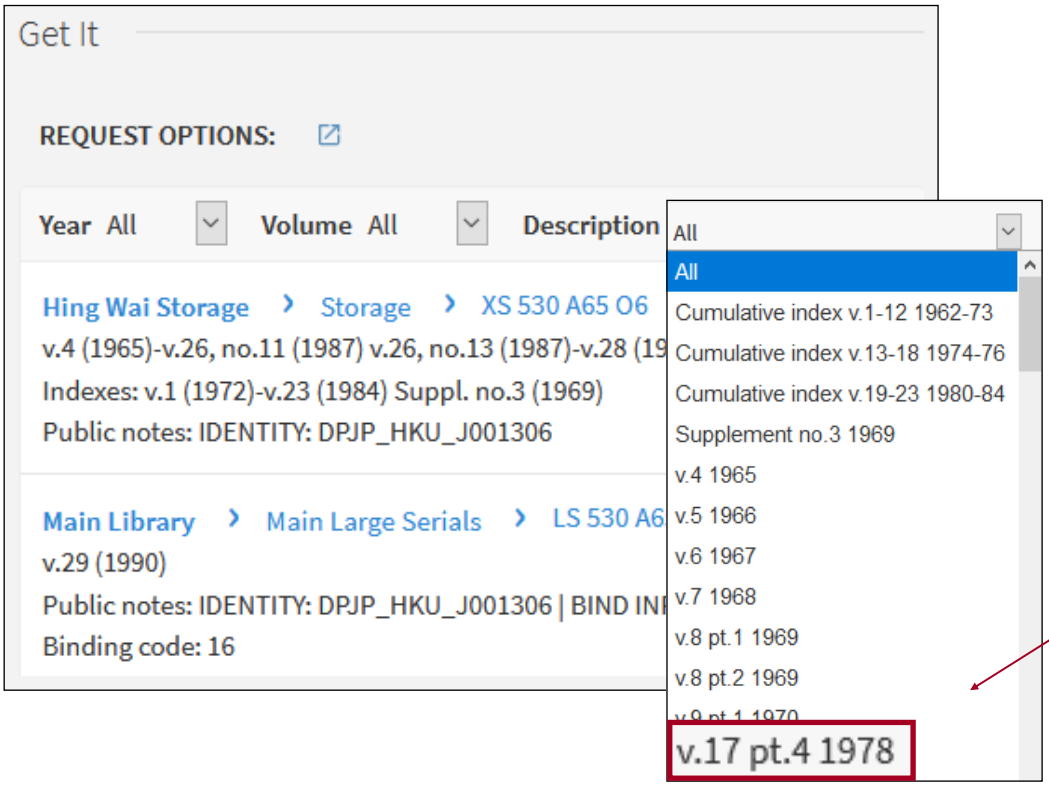
1 Sign in with your HKU Portal ULD / Library card number and PIN

2 Locate the desired journal title in **FIND@HKUL**

1. Search for the item, e.g. using title search

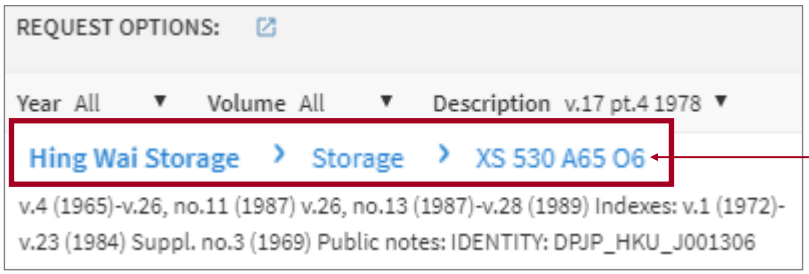


2. Select JOURNAL from results

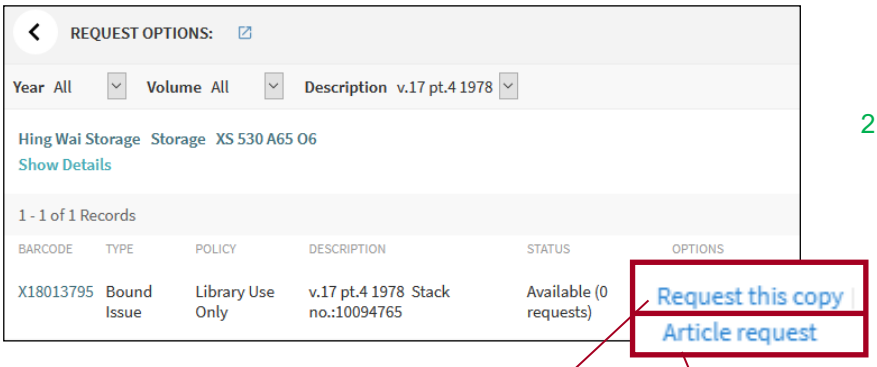


3. Select desired volume from **Description**

3 Request bound Journals or a particular article

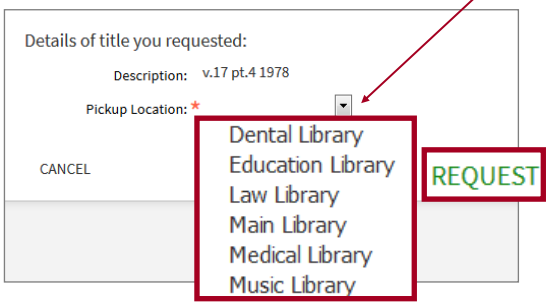


1. Click the **call number** for **REQUEST OPTIONS**

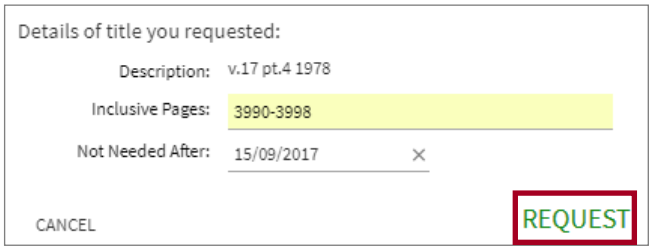


2. Click **Request this copy** for the whole issue or **Article request** for a particular article

3a. Select **pickup location** from the dropdown menu for whole issue

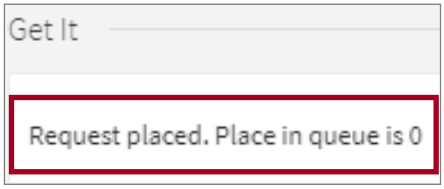


3b. Type **Inclusive Pages** and select date **Not Needed After** for Article



4. Submit your **REQUEST**

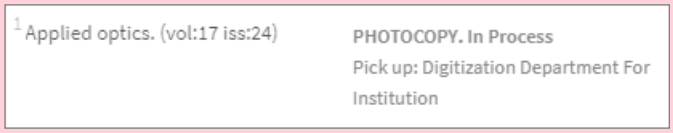
4 Request confirmed



The screen will shown **Request placed. Place in queue is 0**.
The status could be **HOLD. In Process** or **PHOTOCOPY. In Process**:

HOLD. In Process - Whole issue will be delivered to Main Library or a selected Branch Library

PHOTOCOPY. In Process - Article will be scanned and delivered via email



5 Delivery time

Category	Estimated time for delivery	Delivery methods
Physical item	2 - 3 working days	An email notification will be sent to users when the requested item is ready for pick-up
Article / Digitization	24 hours - 3 working days	Delivered electronically via email