

Requesting an Item through TUG

Sometimes the item you need is not at uWaterloo. This video will discuss the three ways to request items from other TUG libraries and explain when to use each method.

TUG is short for Tri-University Group, or the University Libraries of Waterloo, Guelph, and Laurier. Primo is the library catalogue which the TUG libraries share.

The three types of requests you can place on TUG items are holds, recalls, and TUGDoc requests.

Let's say you searched for the book *To Kill a Mockingbird* through the Primo catalogue.

There are several copies and you will need to request them in different ways.

If the book is available, but at another TUG library, place a hold and the item will be delivered to your university within 3 business days.

Grad students and faculty members can also place holds on items at their home university.

When a book is checked out, place a recall to request the person with the book to return it. The person will have one week to return the book to the library.

Click on the Requests button to place a hold or recall.

From here, you'll need to sign in with your barcode and last name, and then select your home university.

Don't forget to choose your pickup location!

Click "submit form" and you should receive confirmation that your request was submitted successfully.

You will also receive an email when your hold or recall arrives for pickup at the Library.

If the item you want is a journal article, you can place a TUGDoc request.

An email containing a link to your requested article will be sent to you.

Again, you will have to sign in with your barcode and last name, in lower case letters. Then fill out the request form.

You will receive an email with a link to the article you requested.

If you have questions about requesting items outside of the TUG libraries, take a look at the videos on the RACER system.

For more information on requesting items, just ask a librarian. We're happy to help!