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.

The first book is available, but is 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.

The second book is checked out. If you place a recall you are requesting the person with the book to return it. This 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.

If the item you want is a journal article, you can place a TUGDoc request. The photocopied article is yours to keep once you pick it up from your chosen uWaterloo library.

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

Grad students and faculty members can also have articles sent to their offices.

TUGDocs also take about 3 business days to arrive.

When your hold, recall, or TUGDoc arrives, you will be notified by email.

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!