

## How to request books from Townsville Campus Library

- ❖ Off Campus Library Service users may request books by completing the Online Request Form, or by completing and returning a copy of the Request for Loan Form (ASD0140) to the Off Campus Officer.  
*([http://learnjcu.jcu.edu.au/webapps/portal/frameset.jsp?tab\\_id= 21 1](http://learnjcu.jcu.edu.au/webapps/portal/frameset.jsp?tab_id= 21 1))*
- ❖ To allow delivery time in both directions, Off Campus students receive a loan period 2 weeks longer than the corresponding On Campus student category, with the exception of Masters and Doctorates who receive semester loans.
- ❖ The Library will pay the outward postage costs.
- ❖ Borrowers are responsible for the return postage costs.
- ❖ Books must be received back in Townsville by the due date.
- ❖ Late return fees accumulate at the rate of 50c per item, per day, overdue.
- ❖ The Library uses a "pay as you go" system of library charges.
- ❖ Outstanding charges must be cleared before any further loans, extensions or hold transactions, can be made.
- ❖ Library charges may be paid by telephone using a credit card. Contact Lending Services on 07 4781 5408.
- ❖ You can extend your loans, 24 hours a day 7 days a week, via Tropicat. You may also contact the Off Campus Officer, or Lending Services on 07 4781 5408, during working hours.
- ❖ Loans may be extended three times. A loan cannot be extended if another user has placed a hold on the item.