BORROWING & ORDERING

// LOCAL TIB SERVICES
HOW CAN I GET HOLD OF THE ITEMS I REQUIRE?

Search online for the items you require at the TIB Portal www.tib.eu/en. Once you have found the specialist literature you require, there are several options open to you:

USE SPECIALIST LITERATURE LOCALLY AT ALL SITES OR BORROW IT
• Several media, such as journals or conference proceedings, may only be used in the Reading Room (reference material).
• Many media items can simply be taken off the shelves. These can then be borrowed using the self-checkout terminal. If no such terminal is available or if you have any questions, our staff at the Circulation Desk will be happy to assist you.
• If the media you require are stored in the Closed Stacks, you can request them via the TIB Portal (www.tib.eu/en) and then collect them from the Circulation Desk at the respective site. This process will take around 90 minutes.
• Any items that you have reserved can also be collected from the Circulation Desk.

PHOTOCOPY DELIVERY SERVICE
TIB offers members of Leibniz Universität Hannover a photocopy delivery service for EXCERPTS out of non-loanable material from the TIB Rethen site and ARTICLES out of non-loanable journals from the TIB Technik/Naturwissenschaften (Science/Technology) site. The media required will be scanned and sent to email addresses from the domain @uni-hannover.de (including subdomains) within 3 working days. The €2 fee for this service will be posted to your charge account.

ONLINE ACCESS
EXCERPTS of media available electronically can simply be downloaded.

TIB DOCUMENT DELIVERY
Are you in urgent need of specialist literature from the fields of science and technology? Then use our fee-based TIB document delivery. You will receive an email with the requested document you need in 3, 48 or 72 hours. Our Customer Service is available by phone at +49 511 762-8989 or email at customerservice@tib.eu.

INTERLIBRARY LOAN: HOW DOES IT WORK?
Would you like to order media and articles that are not available at TIB? Then you can order them via interlibrary loan. To do this, please note the following:

• You will need an interlibrary loan account. Please ask a member of staff at the Circulation Desk to set up an interlibrary loan account for you.
• Please charge your interlibrary loan account with €1.50 for each order.
• Submit your interlibrary loan request online via the “Gemeinsamer Verbundkatalog” (www.gbv.de).
• The media you have requested will be sent to the specified site.
• You will receive an email as soon as the media are ready for collection.
• The loan period is determined by the library that owns the media; it cannot be extended.
• After use, you can return any media procured for you via interlibrary loan to any TIB site.
**LOAN PERIOD**

The loan period is usually four weeks. Shorter loan periods (14 days, three days, overnight or over the weekend) apply for some media.

Loan periods and due dates can be extended via your user account for a maximum of six times. Alternatively, you can call +49 511 762-3376 or send an email (leihstelle.tech-nat@tib.eu) to request an extension.

Loan periods for reserved media, short-term loans (three days or less) and media procured via interlibrary loan cannot be extended.

**RETURNING ITEMS**

Items can be returned to any **TIB SITE** and to a number of **OTHER LIBRARIES IN HANNOVER**. Media borrowed from TIB via **INTERLIBRARY LOAN** may be returned to any TIB site. Media borrowed overnight or over the weekend must be returned to the site where they were obtained. If an item is overdue, a fee-based reminder will be sent. The fine is determined by the “Gebührenordnung”.

Do you have any questions about the library and our services? Or do you require assistance in the search for an item? We’ll be happy to help. Simply contact a staff member at the Information Desk at any of the sites during service times. They will provide support in all matters concerning the use of the library.

**YOUR LIBRARY CARD**

TIB, the world’s largest specialised library for science and technology and the University Library of Leibniz Universität Hannover, enables you to work with unique collections. You can use your library card at any of our five sites to gain access to a total of nine million media items, which you may use or borrow. The library card has a variety of functions. With your library card, you can

- Borrow items
- Gain online access to media available electronically
- Copy, scan or print
- Operate the cloakroom compartments and reading room lockers (please inform yourself about the occupancy regulations at the TIB Portal or on site)
- Participate in university sports and
- Use all Hannover Online Library System (HOBSY) libraries.

**HOW TO OBTAIN A LIBRARY CARD**

First, register online at [www.tib.eu/en](http://www.tib.eu/en). Then collect your library card in person. In order to do this, take your ID or a passport with a certificate of registration from the regulatory agency (“Meldebescheinigung”) to one of the library sites.

**HOW MUCH DOES A LIBRARY CARD COST?**

The fee for a library card is €5. If you would like to use the TIB with the card of another HOBSY library or with the LeibnizCard, please contact our Circulation Desk to activate your library card for TIB services at no extra charge. The library card is valid for two years, after which it can be renewed free of charge.
We're happy to answer your questions!
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