



# Online Reservation and Recall

## Reserving Books

All checked out books can be reserved at the [Discover@ShueYan](#).

You will be notified via your email (Default email: your campus email) when the book is ready for borrowing.

The service is **free of charges**.

### Maximum Hold Quota:

Staff: 20      Student: 10

### Material Type that can be reserved:

- Only Printed Books in General Collections (Normal Loan) can be reserved.

### How to search a printed book quickly?

Please select “Books” in [Resource Type].

Resource Type ▾

- Articles (83)
- Books (68)**
- Conference Proceedings (6)
- Reviews (4)
- Newspaper Articles (2)

### Contact Information

Tel: (852) 2806 5113  
Homepage: <http://www.hksyu.edu.hk/lib>  
Email: [libinfo@hksyu.edu](mailto:libinfo@hksyu.edu)  
Instagram: @hksyulibrary  
Facebook: hksyulib

### 4 Steps to Make an Online Reservation

- To reserve a book online, you need to first sign in your library account (Type your barcode & PIN).

Sign in

#### LOCATION ITEMS

4/F., English Book  
(025.1 REF 2013)



DUE 06-12-21 ---  
025.1 REF 2013



#### Tip:

The **Book Status** is shown as “DUE DD-MM-YY” means **it is on loan**.

- Click [**Hold**] to process an online reservation.

#### Get It

**Hold**

- Check “**Pickup Location**” and click [**SEND REQUEST**] to complete the reservation.

[◀ PLEASE SIGN IN TO SEE REQUEST OPTIONS AND TO PLACE REQUESTS.](#)

#### Hold request

Item category  
025.1 REF 2013 (---), DUE 06-12-21

Pickup Location  
Ground floor circulation counter

Location  
4/F., English Book

**SEND REQUEST**

- “**Action Succeeded**” represents your book request is successful.

Action Succeeded

#### Tip:

You **CANNOT** reserve a book that the status is shown as “**AVAILABLE**” / “**LIB USE ONLY**”.

## Recall

The recall aims to expedite the circulation of high demand books. A book's loan period **can be shortened** and **cannot be renewed** once it is requested by another user. Library will **send a recall email** to the current borrower about the change of due date.

### 3 Commons Questions about Recall

#### **Q1: What will happens if my borrowed book is recalled?**

A: The Library will send a **recall email** to inform you that the **loan period of your borrowed book has been shortened**.

⇒ You should return it **within 15 days**.

#### **Q2: Do I have enough time to use this book under recall?**

A: You will have **at least 15 days** to use this book.

	<b>Normal Loan Period</b>	<b>Minimum Loan Period Under Recall</b>
Staff	180 Days	15 Days
Postgraduates	120 Days	15 Days
Undergraduates	90 Days	15 Days

#### **Q3: Will the due date be further shorten if my borrowed book is due in 15 days?**

A: The due date **will not be changed**.

#### Important Notes:

- 1) Please make sure **your email is correct** and check it regularly;
- 2) You are responsible for the return of recalled book;
- 3) **Overdue fines** will be charged if the book is returned after the new due date.

#### Like And Follow US



#### General Workflow about the Recall

- 1) When the book has been reserved, the current borrower will receive a recall email with a [New Due Date].

#### **Recall Notice - Shue Yan Library**

[Date and Time of Email]

Library Complex,  
12 Wai Tsui Crescent, Braemar Hill,  
North Point

[Current borrower's Name]

[Current borrower's Email]

Dear patron,

The items listed below have been requested by another borrower or reserve collection. Please return the items by the **NEW DUE DATE**.

Please be reminded that **patrons cannot renew or checkout other items if there is overdue recall in account**. If you have any questions on the recall service, please feel free to contact our circulation section at 28065112.

Regards,  
Hong Kong Shue Yan University Library

**AUTHOR: [Author's Name]**

**TITLE: [Book Title]**

**CALL NO: [Call No.]**

**BARCODE: [Barcode]**

**LOCATION: , [Item Location + Item Type] [New Due Date]**

**DATE CHECKED OUT: [Original Check Out Date + Time]**

#### **Tips:**

- You will receive a **Recall Notice** to inform you that the due date has been changed.
- The borrowed book **CANNOT be renewed** again.

- 2) Requester will receive a **pickup email** once the book is returned.

#### **Hold Pickup - Shue Yan Library**

[Date and Time of Email]

Library Complex,  
12 Wai Tsui Crescent, Braemar Hill,  
North Point

[Requester's Name]

[Requester's Email]

Dear patron,

This is a hold pickup notice. The following item(s) which you requested is/are waiting to be picked up at G/F Circulation Counter. **Please collect the item(s) within 7 days. Otherwise, your request will be cancelled automatically.**

When you collect the item(s), please write down the call numbers of the item(s) on a plain paper and submit it to the circulation counter staff to shorten the time for the pickup process. Thank you for your cooperation.

Regards,  
Hong Kong Shue Yan University Library

**AUTHOR: [Author's Name]**

**TITLE: [Book Title]**

**CALL NO: [Call No.]**

**BARCODE: [Barcode]**

**LOCATION: , [Item Location + Item Type]**

**PICKUP AT: Ground floor circulation counter BY: [Date]**

#### **What happens if I cannot return the book by [New Due Date]?**

After [New Due Date], your book will be considered as an **overdue item**, and the **Overdue Fines** is shown as follow:

<b>Books</b>	<b>HK\$1.5 per day</b>
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#### **Tip:**

To prevent overdue fines, please check your Circulation Record / My Library Card, or email regularly.