



# REQUESTING MATERIALS



## To request items from the electronic catalog:

- find the item you need in the [E-catalog](#)
- select the **Place hold** option
- enter the number of your reader card (14 digits) and the password to Your Account obtained at registering at the Library
- click **Confirm hold**
- for periodicals (magazines, newspapers) indicate the year, number, volume or issue in the Hold notes field

## To request items from the Image Catalog:

- find the item in the [Image Catalog](#)
- click the Request button in the top right corner of the screen
- enter the number of your reader card (14 digits)
- carefully fill in all the fields in the request form
- click the Request button under the card

**A request is fulfilled within 90 minutes** (E-catalog) and **3 hours** (Image Catalog) if made **from 9:00 till 17:00**.

Requests that come after 14:00 (Image Catalog) and **after 16:00** (E-catalog), on days off, holidays, or on cleaning days are fulfilled the next working day.

**Requests for newspapers and magazines as well as items from the Image Catalog are not shown in Your Account.**

**The requested items need to be collected within 5 days.**

