

# SUBJECT REQUEST SERVICE

## SEARCHING FOR INFORMATION ON A PARTICULAR SUBJECT?

If you're having no success in finding information on a particular subject using your usual research tools or local library, try the National Library's dedicated Subject Request Service.

Available through Reference Services to all members of the public, this service draws on a range of New Zealand and international resources to assist you in your search. This could be anything from a simple fact-finding mission to more extensive research.

### **ACCESS**

You can access the service in two ways:

#### **1. Through your local library**

Accessing the Subject Request Service through your local library means you can borrow the National Library's books and materials through the interloan system. You may however be charged for this service.

#### **2. Directly to the National Library**

You can access the Subject Request Service directly. While this is a free service, you will not be able to borrow items from the National Library's collections. You may instead obtain photocopies of articles, bibliographies or lists of website addresses.

### **TURNAROUND TIME**

Our staff will endeavour to answer your requests within 10 working days. If we think it will take us longer than this, we will let you know.

## **HOW TO MAKE A REQUEST**

### **Through your local library**

Please ask the librarian in your local library to access the service.

#### *Information for librarians*

Requests can be submitted on yellow subject request cards, by e-mail, fax or through Te Puna Interloan. Please include an interloan number. When making your request, please ensure you:

- list the sources that have already been checked, such as the National Library Catalogue, Te Puna, Index New Zealand and material your client has already seen.
- are specific about the subject matter and how it is to be used.
- advise us if you require the information urgently and we will endeavour to meet your deadline.

There is a \$10 charge for level one public libraries and all non-public libraries for this service.

### **Directly to the National Library**

#### *Information for members of the public*

Requests can be submitted by sending us an email, filling in the form in the "Ask a librarian" section of our website, mailing us a letter or faxing us. When making your request, please:

- be specific about your topic and give as much background as you can.
- give details about why you require the information, if possible, as this helps us ensure we answer your request successfully.

There is no charge for this service. Please note that National Library staff cannot undertake in-depth and ongoing research.

## **OPENING HOURS**

Monday – Friday 9am to 5pm

Saturday 9am to 1pm

## **CONTACT US**

Reference Services

National Library of New Zealand

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