Can I borrow, renew or return items for somebody else?

We strictly recommend you to keep track of your library account yourself and not to give items you have borrowed to somebody else, since everything issued to your library card will be your responsibility. In case of illness or difficult circumstances you can ask a friend or colleague to return your books or to renew them at the issue desk for you. Please note, however, that responsibility for anything on your account is still with you.

Can I keep books while I'm travelling?

If you are travelling abroad, please make sure to return all your library materials before you leave. This is to help you avoiding overdue fines and to avoid loss of or damage to library materials. Please be aware that should you choose not to return your books beforetravelling and face difficulties in checking your email or library account during your journey, you will be responsible for accrued overdue fines.

What should I do if I can't return or renew my books due to illness or severe circumstances?

If you cannot renew or return your books due to prolonged illness or other aggravating circumstances, please let a member of staff know when reasonably possible or speak to the librarian of either institute upon your return.

What should I do if I don't know how to renew my books?

If you experience difficulties renewing your books online or have never done it before, you can ask our staff for assistance or contact them by phone or email. However, please make sure you do leave a message before any materials on your account become overdue,as otherwise you will be responsible for accrued overdue fines.

What should I do if I don't receive loan courtesy notices?

If you don't receive loan courtesy notices but would like to do so, you can tell a member of staff at the issue desk or contact them by phone or email. Please note that it is your responsibility to check your email and library account regularly and that not receiving loancourtesy notices does not exempt you from library regulations or overdue fines.

What should I do if I have lost a book?

Any lost books should be reported to the issue desk as soon as possible. We understand that it can be difficult to admit having lost library materials, but please be aware that the sooner you report loss, the sooner the library can replace the item and the less overduecharges you risk to get for the lost materials. Once you have reported a book as lost, the librarian of either institute will let you know the cost for replacing the item. Please be aware that an additional £10 administration fee will be charged for every lost item.

What should I do if I forgot my PIN?

In case you forget your credentials to login to your library account, contact a member of staff or report to the issue desk. You will be given a new PIN which you can change afterwards.

What should I do if I lost my library card?

Report any lost or stolen library cards immediately to the issue desk or contact our library staff. You will be issued a new library card with a new user ID which you can collect from the issue desk. Please note that a card once reported as lost or stolen will be deactivated which means you won't be able to use it any longer. If you find your old card again, please return it to the issue desk.

How can I change my PIN?

You can change your PIN either online at http://iis.sirsidynix.net.uk or at the issue desk.

Step 1: *Go to the online catalogue and click on "My account"*

Step 2: *Click on "Change my PIN"*

Step 3: *Enter your User ID and current PIN and then your new PIN twice at the bottom.*

Change My PIN
Type your ID.

User ID: _____ or

Alternate ID: _____

PIN: _____

Your PIN will be changed to the value that you type below. To ensure that you type it correctly, please enter it in both places.

Enter new PIN: _____

Re-enter new PIN: _____

Change PIN   Reset Query Values

Change of Address

Email: _____

Street: _____

City, state: _____

Zip: _____

Phone: _____

User ID: _____ or

Alternate ID: _____

Send   Reset Query Values

Change of Address

Email:

Street:

City, state:

Zip:

Phone:

User ID: or

Alternate ID:

[Send] [Reset Query Values]

What does library offers to underpriviledges?

Dummy Content.TBA by clients

What facilities IIS library offers to its students

Test Answer to be added by Clients

Source URL: https://iis.ac.uk/library/faq-questions-top

Links

[1] https://iis.ac.uk/library/faq-questions-top#n21196

[2] https://iis.ac.uk/library/faq-questions-top#n21191

[3] https://iis.ac.uk/library/faq-questions-top#n21186

[4] https://iis.ac.uk/library/faq-questions-top#n21181

[5] https://iis.ac.uk/library/faq-questions-top#n21176

[6] https://iis.ac.uk/library/faq-questions-top#n21171

[7] https://iis.ac.uk/library/faq-questions-top#n21166

[8] https://iis.ac.uk/library/faq-questions-top#n21161

[9] https://iis.ac.uk/library/faq-questions-top#n21156

[10] https://iis.ac.uk/library/faq-questions-top#n21151

[11] https://iis.ac.uk/library/faq-questions-top#n21061

[12] https://iis.ac.uk/library/faq-questions-top#n21056

[13] http://iis.sirsidynix.net.uk