

### 1. Can I start borrowing library materials immediately as a new student?

Yes you can; your matriculation card is your library card.

### 2. How many library items can I borrow?

You can borrow up to 10 or 20 items, if you are a PGDE/Diploma or Higher Degree student, respectively. The loan period for most books is 21 days, and the loan period for Media materials is 3 days. Click [here](#) to view your full borrowing privileges.

### 3. How do I borrow the items?

You can use the self-check machines located in the Level 2 Lobby or Reserves section. Click [here](#) (1<sup>st</sup> video) to watch a live demo of the borrowing process.

### 4. How do I return my borrowed items?

You can either return the items using the 24-hour bookdrop (located left of the main entrance) or the free-standing bookdrop (located near the Reserves). Click [here](#) (2<sup>nd</sup> video) to watch a live demo of the returning process.

### 5. How do I check my library account?

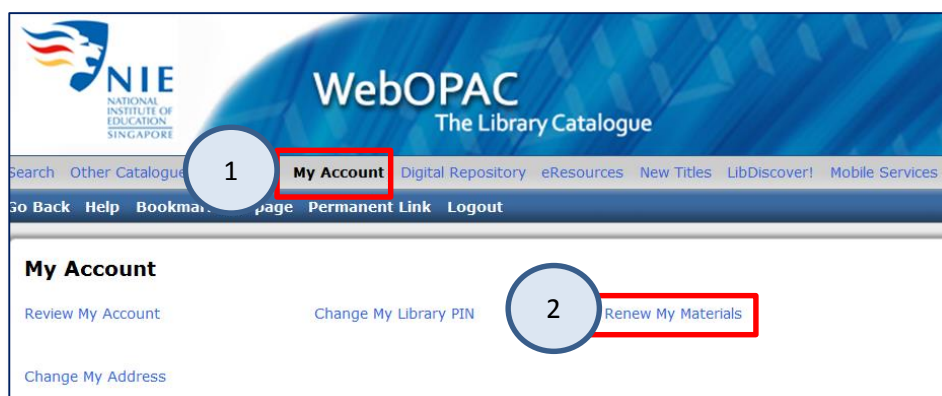
At the [WebOPAC](#) home page, login using your NIE Login account (**user id in lowercase**) and password (**pin**). Then, click on "My Account". Next, continue on to "Review My Account", then select "Checkout".



You would be able to view the items borrowed in your account and their due dates, check for outstanding fines (see Qn 8), as well view and cancel the holds you have placed (see Qn 9).

## 6. How do I renew items?

After logging in to your account in the WebOPAC, click on “My Account”, then select “Renew My Materials”. Remember to check for the new due date, if the renewal is successful!



You can only renew borrowed materials **TWICE** online if there is no reservation for them. The library does not accept telephone or email renewals.

## 7. Will I receive reminders of the due dates of my loans?

Yes, you will receive email reminders 3 days before the due date. However, please also keep track of the due dates of your loans by checking your records regularly through the [WebOPAC](#) (see Qn 5).

## 8. How much is the fine for overdue items, and how do I pay them?

You will be fined 30 cents per day for most items (including books from the Lending Collection and Media materials). However, for Reserve (Red Spot) Books, you will be fined 50 cents per hour or part thereof. So to be safe, do remember to return items on time!

You can pay your fines using cash card or NETS at the Service Point. We do not accept payment by cash!

## 9. How do I place materials “on hold”?

You can only make a reservation on a *copy* of an item that is currently loaned out. So, if a copy of the item is available, please retrieve it personally from the shelf.

To place items “on hold”, perform a search via the WebOPAC, and click on the item record. Select the link “Place Hold” if all the *lending copies* of the book are currently on loan.

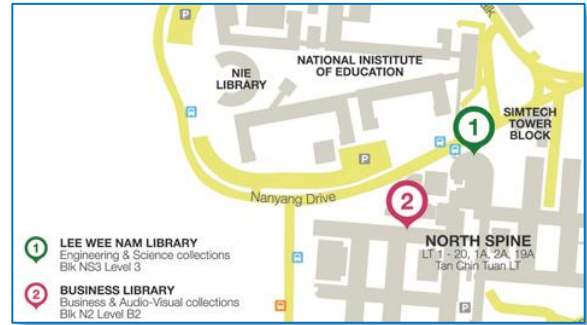
You will receive an email once the item has been returned. It will then be kept at the Service Point for about 7 days. (See Qn 5 for how to check the holds in your account)

**10. As a NIE student, can I borrow library materials from NTU?**

Not immediately. You would have to register as an NTU Library member first. Please bring along your matriculation card and register during office hours at the Lee Wee Nam Library loan counter. Click [here](#) to view your NTU Library membership privileges.

Do note that to access NTU's e-resources, you will need to visit NTU libraries personally and use one of the computers there.

You can use your NIE Login account to log in.



**Location of the two nearest NTU Libraries**

**11. I am given a reading list of materials for my course. How do I search for them?**

You can use the WebOPAC terminals located on every level of the library to search for the materials. After searching, take note of the call number of the item and proceed to the location where it is placed.

Do search the WebOPAC using your own computer before visiting the library, so as to prevent a wasted effort.

For more info, please check out the online guide [here](#).

**12. What is the loan period for items in the Reserves (Red-Spot) Collection?**

You can borrow only 1 Red-Spot item at a time, and must return it within 2 hours. Please check out the item using the self-check machine located in the Reserves.

However, overnight loans start from 2 hours before Service Point closes (see Qn 13). You can then return the items by 11 am on the next working day.



**Reserves Collection**

**13. When does Service Point services close?**

Service Point services (including membership registration, loan transactions and library payments) cease 30 minutes before the Library closes:

During term: 7.30pm on weekdays and 4.30pm on Saturday  
During vacation: 4.45pm on weekdays, and 12.30pm on Saturday.

**14. Where can I find exam papers on my course?**

You can visit the library homepage, scroll down to Quick Links, and click on “NIE Exam Papers”.

More information is available [here](#).

**15. Where can I go to print my course notes or assignments?**

You can use the computers in the Printing Services room located at the extreme right wing of levels 2 and 4 of the library,

Payment is by cash card or EZ link. Click [here](#) for more information on network printing.

**16. Where can I make photocopies?**

Photocopiers are located in the Reserves section, and at the extreme right wing of levels 2 and 4 of the library, Payment is by cash card or EZ link. Click [here](#) for more details.

**17. How do I access wireless services in the library?**

Visit <http://wireless.nie.edu.sg/gettingstarted/> on how to setup access to the networks, iSurf@NIE or NIEWL (easier to connect).

For enquiries, please contact Access Services:

**Email:** [libcirc@nie.edu.sg](mailto:libcirc@nie.edu.sg)

**Tel:** 6790-3627