I am a Distance or Regional Student, How Do I Get & Return Books?

You must have a valid and current student or staff identification number in order to request items. The loan period is 4 weeks for NorQuest materials and 2 weeks for NEOS materials – all including transit time.

Students outside of Edmonton:

If you are outside of Edmonton books can be mailed to your home address along with postage to return the book. To have books mailed to you, please contact the library either by phone at (780) 644-6070 or by email at library@norquest.ca

Placing holds on books:

1. Once you have located the item you wish to request, click on the title to open up the full record so it looks like the image below. Now click on the "Place Hold" button on the right side of the screen.
2. Enter your 13 digit barcode number located on your NorQuest student ID card. Next enter your library PIN that would have been emailed to you at the beginning of the term. If you do not know your PIN, click ‘What is my PIN?’, and follow the steps listed before moving on. Finally, select your preferred pick up location.

3. Click on “Place Hold.” You will see a notice that your hold has been placed. When it is available for you, you will receive an email on your MyMail NorQuest email account to pick up the item. We only keep an item for one week on our hold shelf.

*If you want us to mail the hold to you, YOU MUST notify us when your hold is available so that we can identify it from the rest of the holds.

If you have any questions during any part of this process, do not hesitate to contact the library by phone at (780) 644-6070 or by email at library@norquest.ca or chat from our website www.library.norquest.ca!