**To access library services via technology, please contact the CLC**

**Real time chat and support to students**

Assessment and technology help is available on weekdays 9am to 5pm via:

- Telephone
- Email
- Ask-a-Librarian via online chat
- MS Teams - to connect with us virtually via MS Teams, email us your query

- Note: If we can’t answer your question, we will redirect your request as appropriate.

**Access to resources and information**

- Access the [TAFE NSW Library catalogue (TAFEcat)](https://tafensw.libguides.com) to locate resources

  Library Catalogue - user guide

- Click and collect physical library items where possible

- where required, we will provide postal services to customers

- Access online resources for your course, e.g. books, databases, streaming videos, websites, via our course based [Subject Guides](https://tafensw.libguides.com)

- Access help guides such as [Research Skills & Referencing](https://tafensw.libguides.com) or [Computers & the Internet](https://tafensw.libguides.com)

- Access [Studioity](https://tafensw.libguides.com) for assessment support or [LinkedIn Learning](https://tafensw.libguides.com) for online training videos

- renew your loans via phone, email or [TAFEcat](https://tafensw.libguides.com) (Library Catalogue)

**Continuity of 24/7 online library services**

We are here to answer your queries, renew your loans, and assist you with your information and technology needs.

**Communication regarding Library support**

Library Services During COVID – 19

[https://tafensw.libguides.com/covid-19](https://tafensw.libguides.com/covid-19)

**Contact Us**

Phone: 6492 9712 (Loans Desk)

Web: [illawarratafe.libguides.com](https://illawarratafe.libguides.com)

Email: begalibrary@tafensw.edu.au

TAFE NSW Library catalogue (TAFEcat)

Contact details (all libraries)