**To access library services try chat & support options below:**

**Real time chat and support to students**

Assessment and technology help is available on weekdays 8.30am to 4pm via:

- **Telephone**
- **Email**
- **MS Teams** - to connect with us virtually via MS Teams, email us your query

Weekdays 9am to 5pm

- **Ask-a-Librarian** via [online chat](#)

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](#)

- Access help guides such as [Research Skills & Referencing](#) or [Computers & the Internet](#)

- Access [Studiosity](#) for assessment support or [LinkedIn Learning](#) 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**


**Contact Us**

- **Phone:** 4823 1841 (Loans Desk)
- **Web:** illawarratafe.libguides.com
- **Email:** goulburnlibrary@tafensw.edu.au
- **TAFE NSW Library catalogue (TAFEcat)**
- **Contact details (all libraries)**