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

**Real time chat and support to students**

Assessment and technology help is available Tuesday & Wednesday - 9am 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](https://tafensw.libguides.com)

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

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### Access to resources and information

- Access the [TAFE NSW Library catalogue (TAFEc]t) to locate resources

[Library Catalogue - user guide](https://tafensw.libguides.com)

- 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](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 [TAFEc]t (Library Catalogue)

27.3.20

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### 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)

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### Contact Us

**Phone:** 6298 4440 (Loans Desk)

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

**Email:** queanbeyanlibrary@tafensw.edu.au

TAFE NSW Library catalogue (TAFEc)at

Contact details (all libraries)