Narrator: New student Mary is settling into university life but haven't visited the most important place you’ll need to go to, to help with your studies. It's a good place for a bookworm like Mary, it's the library. So, Mary, have you got your library card with you?

Mary: Yes, I’ve got it.

Narrator: And your reading list, the list of books you need to read for this year’s courses.

Mary: I have got it. I just need to find the books now. Here am I, the library.

Mary: Sharon, do you work here as well?

Sharon: Yes, we tend to double up round here. It's the funding cuts, the university hasn't got that much money, anyway, I suppose you are looking for some books.

Mary: Yes, that’s right. Where can I find books about Business please?

Sharon: Down there, turn left, turn right, then to the end, under ‘B’, ‘B’ for biology and business.

Mary: Oh, none of the books I need are here.

Narrator: A bibliophile like you, someone who loves reading needs to get to the library early if you want to get the books you need. But don't worry, I am sure you can reserve them.

Mary: Reserve them? But what do I say?

Narrator: Go and ask Sharon to check if she has your books in stock. If not ask if she can reserve them for you. And see if she can put them by for you, that means keep them for a period of time until you can collect them.

Mary: OK, I’ll do just that.

Mary: I can't find anything. Please could you check if there are any of them in stock?

Sharon: Sorry, no. It looks like a Daniel has them all out at the moment.

Mary: Oh, perhaps you could reserve them for me please.

Sharon: Of course.

Mary: So could you put them by for me when they come in please?

Sharon: Certainly, we'll send you an email when they are back in.

Mary: And when you think they will be available?

Sharon: Let me have a look, three weeks time.

Mary: Three weeks! That’s too late, I need them for my studies.

Narrator: Don't panic, Mary. I’m sure you’ll find a solution. But well down for trying to get hold of these important course text books.

Narrator: Mary is back in her room. Befor she can hit the book, I mean study hard, she needs to get hold of some books for her next lecture, so what's she going to do?

Abi: Mary, something in your mind?

Mary: Yes, all the text books I need have been taken out of the library.

Abi: Never mind, there’s never time to read these boring books, but hold on, I think I did buy some of them when I was in the first year. Let's have a look, there, how about this one?

Mary: ‘Mind Your Own Business’, yes, it's one of them, it looks almost new.

Abi: Don't mention it. I don't think I ever read it, you can keep it. Now, come on, it's time to eat.