National Art Library

New library catalogue - FAQs

Why do I need to create an account?

The National Art Library launched a new library catalogue in December 2017 with many new features and a single search box. In order to place any item requests or create online lists in the catalogue, you will first need to create an account to enable you to log in. You can do this by going to the new library catalogue here and clicking on '**Library Links**' (top right of screen) and choosing '**Create an Account**'. You will need an active personal email address in order to set a password for your account. Please visit the National Art Library to complete the joining process and be issued with a library card, if you do not already hold one.

If I had an account in the old catalogue do I still need to create an account in the new catalogue?

Yes, all existing library card holders will need to create an account in the new system in order to request books and periodicals from the stores. Please also bring your existing library card to a member of staff on your next visit so that they can complete the online joining process on the new system.

What do I do if I don't have an email account that I can instantly access, and I want to create a library account?

If you do not have access to an email account, then you will not be able to create an account online. We recommend that you create a free personal email account yourself online. We cannot recommend a particular provider but we can assist with basic IT questions as needed while you are in the National Art Library and using one of our public computers.

How do I place an item request in the new catalogue?

Guidance can be found on the National Art Library's webpage as downloadable pdfs in the Requesting items section.

I've created an account but I haven't yet received an email to manage my library account password

You should receive an email within minutes of creating your account with instructions on setting up the password you will need to log into your new account. If you do not see this email after ten minutes, and you have checked your junk/spam email folder, you can click the 'Reset password' link yourself. A help sheet on how to do this can be found on the National Art Library's webpage as a downloadable pdf in the Join section.

When I place an item request, why are the dates in month/day/year format and *not* day/month/year format?

The new NAL catalogue is hosted by OCLC which is an American company and this discovery layer to their online catalogue (WorldCat) is used globally by lots of different libraries. Consequently, the date format is in the US style of MM/DD/YYYY.

Can I still do everything I used to be able to do in the old catalogue, in the new catalogue?

Yes, you will still be able to log in, find items, place requests, contact us online and create lists. As well as this you will also have access to the following new features:

- You can now track your item requests in your library account
- You will receive an email when your item request is ready for you in the National Art Library
- You can place item requests for a future specified date
- You will be able to search for electronic resources within the main search box for onsite access in the National Art Library
- You will be able to reset your password yourself through the library catalogue

More improved features to come as part of monthly product releases.

Why can't I see a 'Request Item' button for all items in the catalogue?

To ensure a smooth online experience, you will not see a 'Request Item' option if for any reason an item cannot be made instantly available to you through our automated request system. Please read any messages or instructions within the catalogue for an item and [contact us](#) to enquire about access.

I am experiencing technical issues when I try to log into my account or try to place a request

The new library catalogue can experience some technical issues when using the Internet Explorer browser. For this reason, we recommend that you use an alternative browser such as Chrome or Firefox. If your problem persists and you are having problems using the library catalogue, help sheets can be found on the National Art Library webpages. If these do not answer your question, please [contact us](#).

How do I find out more about the new library catalogue and all the new features?

Our [webpage](#) has a range of pdf help sheets to help you to navigate the new system. Library staff will also [blog](#) regularly about new features within the system.