Ask a Librarian

Need help with your research? Have a question that you can’t find the answer to? Ask a Librarian! We love to help!

Ask a Librarian

We can recommend methods and resources to help with your research, find the right resources in the Library’s collections and guide you with accessing eresources.

Ask now [1]

We will get back to you within seven working days.
Do you have a quick question?

Call us during opening hours [2].

(02) 9273 1414 [3]

We can spend up to 10 minutes on your question.
Send us your question by post

Ask a Librarian Service
State Library of NSW
Macquarie St
Sydney NSW 2000

We will get back to you within seven working days of receiving your question.

Library Q&A:

I’m having trouble accessing an eresource at home. What can I do?

Most eresources can be used at home but some are only accessible in the Library. Look for the library building with a card icon to see if the eresources is accessible from home.

Try clearing your cookies and cache, then restart your browser.

Still not able to access? Contact Ask a Librarian [4] with your Library card number and the eresource name and we’ll do our best to help.

Remember you need to be a New South Wales resident and have a Library card [5] or a registered NSW public library card to use the Library's eresources at home.

I've requested a book but I won’t be able to come in today. Do I need to re-request?

The book that you’ve requested will be available to collect and use for seven days. After seven days, you will need to request the book again.


I’ve requested some books from offsite storage. When will the books be ready to collect?

Books and other collection material requested from offsite storage are available after 4 pm the next working day.

Offsite material is not delivered to the Library on weekends and public holidays.

Can I borrow books from the Library through my public library?
Yes, you can borrow books from the Library's collections through your public, academic or work library. Other items such as DVDs can also be borrowed but only through your public library. Some books and other collection material are not able to be borrowed.

See the Interlibrary Lending Policy [7] for more information.

Can I use Ancestry Library Edition from home?

Ancestry Library Edition is only accessible at the Library. You can access Ancestry on a Library computer in the Governor Marie Bashir Reading Room [8] or on your own device using the Library's free wi-fi [9].

Guides

How to guides [12]

We've prepared a range of guides to using the most popular services at the Library.
Research guides

We’ve prepared guides to help you to independently research using the Library's collections.
Ask a Librarian Service

Check or update your question [14]

Check the progress, update or cancel your question.
Ask a Librarian Service Policy [15]

We can support you to find information in a variety of ways through Ask a Librarian. This policy is designed to help you understand the different levels of support that we can provide.