Ask a Librarian

Need help with your research?

Librarians are available to help with your research while the Library is closed onsite [1].

Do you have a quick question?

Chat with a librarian online

Chat loading...

Library Chat is available Monday to Friday: 9 am to 5 pm
(Not available weekends and public holidays)

If unavailable, please use our Ask a Librarian form [2].

Call and leave a message

To speak with a Librarian, please call (02) 9273 1414 and leave a detailed message, including:

- Your full name
- Your best contact number
- A brief outline of your request

We will respond to your enquiries as soon as possible, from 9 am to 5 pm, Monday to Friday.

Would you like more in-depth assistance?

Ask a Librarian

Would you like us to suggest resources from the collection to help with your research?

Ask now [2]

We will get back to you within seven working days.
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 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 or a registered NSW public library card from a participating library to use the Library's eresources at home.

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 or on your own device using the Library's free wi-fi.

Can the Library do extensive or ongoing research for me?

We're not able to do extensive or ongoing research. You can employ a professional researcher from organisations such as:

- Professional Historians Association NSW
- Society of Australian Genealogists

The Library does not accept responsibility for any aspect of their work or for any fees incurred. See the Ask a Librarian Service Policy for ways that we can help with your research.

Is the Library able to value an object such as an old book?

We do not provide a valuation service. Visit the Australian Government Cultural Gifts Program for a list of approved valuers.

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Guides

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][15]

Check the progress, update or cancel your question.
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.

Links