

National Art Library - Requests

Placing online requests for material using the National Art Library catalogue

Search and place a request

If you wish to consult National Art Library collections in the Reading Rooms at the V&A in South Kensington, you will need to use the online catalogue to search for, and request, books and other items. The catalogue can be found via the V&A webpage and is located at <http://catalogue.nal.vam.ac.uk>. The catalogue is also available at all public computers in the Reading Room.

All requests should be made via the catalogue where possible and will be **reserved for you for 3 working days**. Do not attempt to order material in advance of 3 working days before your intended visit – please contact the Library if you need to make special arrangements. N.B. each part of a multi-volume work must be requested as required. Items that cannot be ordered online are described below.

To place a request search the catalogue and select the desired item so that the full descriptive display is visible, as below.

The screenshot shows the National Art Library catalogue interface. At the top, there is a navigation bar with links for 'Whole Catalogue', 'Periodicals', 'Sales', 'Other Material', 'Advance Orders', 'About', 'News', and 'My Account'. Below this is a search bar with a dropdown menu set to 'Name (as Author or Subject) Browse (e.g. reynolds, joshua)'. The search results show a list of items, with the first item selected: 'News from nowhere and other writings / William Morris ; edited with an introduction and notes by Clive Wilmer. Morris, William, 1834-1896'. The item information panel on the left shows 'Holdings' and 'More with this name'. The main panel displays the item's details, including a small image of the book cover, the title, publisher (Penguin), description (xlix, 430 p., 20 cm.), ISBN (0140433309), series (Penguin classics), notes (Reprint with a revised bibliography. Originally published: 1993.), bibliography, subjects (Utopias — Fiction), and names (Morris, William, 1834-1896 — Political and social views. Wilmer, Clive). At the bottom, the 'Copy/Holding Information' table shows the item's location (National Art Library), collection (General Collection), pressmark (601.AG.0042), barcode (38041006028757), type of material (Normal), and status (Available). A red 'Request Item' button is visible next to the status.

Location	Collection	Pressmark	Barcode	Type of Material	Status
National Art Library	General Collection	601.AG.0042	38041006028757	Normal	Available Request Item

Under the **Copy/Holding Information** you will see the copies held within the National Art Library and other V&A collections. Against each item is a **Request Item** button – click on the button to place a request.

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You will now be asked to identify yourself by logging into the catalogue with your Reader Ticket number and PIN that is unique to you.

Please enter the following information.

Your Ticket Number (or temporary Reader Number):

Your PIN number:

Your ticket number is the last **seven digits** of the barcode on your Reader Ticket (or six digits if your card has a photograph). If you have not yet collected your Reader Ticket you need to use the Temporary Reader Ticket number that was displayed when you registered. A temporary number takes the form '12345-1' and you must enter the hyphen and the final digit.

If you registered online, you chose the PIN number for your account. If you did not register online, or you have forgotten your PIN, please [contact](#) the National Art Library Enquiry Desk.

To register for a Reader Ticket please click on the **New User** button.

Once you have logged in, on the next screen click **Yes** and then you will be presented with the details of your request:

Closed Stack Request Confirmation

News from nowhere and other writings /
by Morris, William, 1834-1896/Wilmer, Clive/Morris, William, 1834-1896. Selections. 2004
Pressmark: 601.AG.0042

Requester: PAUL Test SHACKLETON (If this is not you please log out).

Your hold queue position is: 1
The pickup location for this request will be: National Art Library
This item will be available at approximately: National Art Library 12:30 PM

Please refer to opening hours and collection times [here](#). Requested items will be held for 3 working days - do not attempt to order items more than 3 working days before your intended visit.

Note that it is your name that displays as the **Requester** and then click **Request** to place the request.

The completed request screen will now display:

Your request has been successfully placed

The book that never was ...
by Morris, William, 1834-1896/Burne-Jones, Edward Coley, Sir, 1833-1898/Dunlap, Joseph R. (Joseph Riggs), 1913-
Pressmark: 90.E.43

Your hold queue position is: 1
The material can be picked up at: National Art Library
This item will be available at approximately: 11:30 AM 31/08/2010

Please print or make a note of your request and estimated delivery time. Material will be collected within the schedule of [standard collection times](#) and will be kept for you for three working days. Items in the Crypt Store and the Departmental Libraries will take longer to retrieve than general collection material. To check whether your material is ready for collection, ask at the Library counter or check the catalogue: the item status will change from 'Available' to 'Reading Room'.

Your request will now be available to NAL staff to review, print and collect.

Remember to logout when you have finished making requests – use either the **logout** option on the request screen or the **logout** button at the top right of the main page:



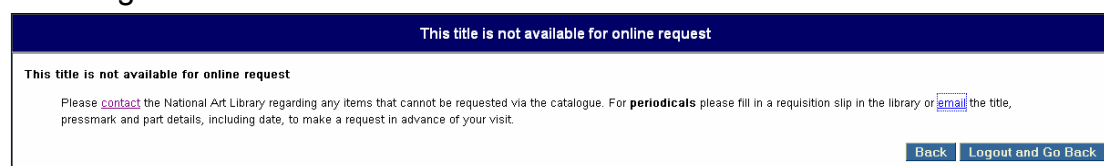
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Material that cannot be requested via the catalogue

Online requests can be made for NAL and V&A departmental collection material only. Materials held at **Blythe House** cannot be requested online.

Periodicals cannot be requested online and must be ordered using the blue requisition slips. As the online request system operates on an item by item basis it is not suitable for specifying particular issues, volumes or sequences of periodicals. Periodicals may be requested in advance of your visit by [email](#), specifying title, pressmark, and issue information including numbering and dates. Reference, online, exhibition loan and special collections that require a prior appointment are also excluded from online requests.

If you request items that cannot be requested online you will receive the following alert:



The screenshot shows a dark blue header bar with the text "This title is not available for online request". Below this is a white box with a thin border containing the same text: "This title is not available for online request". Underneath, there is a paragraph of text: "Please [contact](#) the National Art Library regarding any items that cannot be requested via the catalogue. For **periodicals** please fill in a requisition slip in the library or [email](#) the title, pressmark and part details, including date, to make a request in advance of your visit." At the bottom right of the white box are two buttons: "Back" and "Logout and Go Back".

Delivery times and Collection times

The delivery times displayed in the online request are estimates and actual delivery times will be dependent on the standard Collection times as advertised on the NAL web pages.

N.B. any requests made after 3.30pm for Special Collection or 'Crypt Store' items will not be available until the next day.

Collecting your requested items

As online requests can be made anywhere, and not just in the Reading Rooms, we are unable to inform you directly of the availability of your requested items. Make a note of what you have requested and the estimated delivery times when you place your request. You can check the **Status** of the item within the catalogue – if the status has changed from **Available** to

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Reading Room it is ready for collection from the Library Counter or Invigilation Desk as appropriate.

Copy/Holding information			
	Barcode	Type of Material	Status
142	38041006028757	Normal	Reading Room

Please allow an **hour** after your request has been submitted before attending the Reading Room Counter.

Limits and returning items

Readers are limited to a maximum of 12 online requests, but may consult only 6 items at a time. Requested items remain at the status **Reading Room** while being consulted and are linked to your record. Only when an item has been returned for re-shelving will the link with your record be removed and the number of requests assigned to you updated. If you make a request and your limit has been exceeded you will be blocked with the following message:

Unable to place a request on this item. The maximum number of requests for your borrower type has been exceeded.

Unable to place a request on this item. The maximum number of requests for your borrower type has been exceeded.

Please [contact](#) the National Art Library regarding any items that cannot be requested via the catalogue.

[Back](#) [Logout and Go Back](#)

If you have reached your limit of 12 requests and you are consulting 6 items and have 6 awaiting you will only be able to place more requests when you have returned some of the items for re-shelving. Requests made for periodicals, using the paper forms, will also be counted against your limit.

Contact the National Art Library

If you need help in registering as a Reader or logging into the catalogue to place requests please contact the [National Art Library Enquiry Service](#).

Telephone: call +44 (0)20 7942 2400 between 10am and 5.30pm, Tuesday to Saturday.

Email: nal.enquiries@vam.ac.uk