

Requesting books during COVID-19 closure

During the Library's closure period all requests are being fulfilled by post. A small number of staff are on site twice a week in order to retrieve and send items. However, there are likely to be delays in supplying books as there is heavy demand for the service and we are aware that the postal service nationally is under great pressure. As a result, a book may appear on your account several days before it is delivered. Items from our Special Collections or any that require a guarantee form will not be supplied during the closure period.

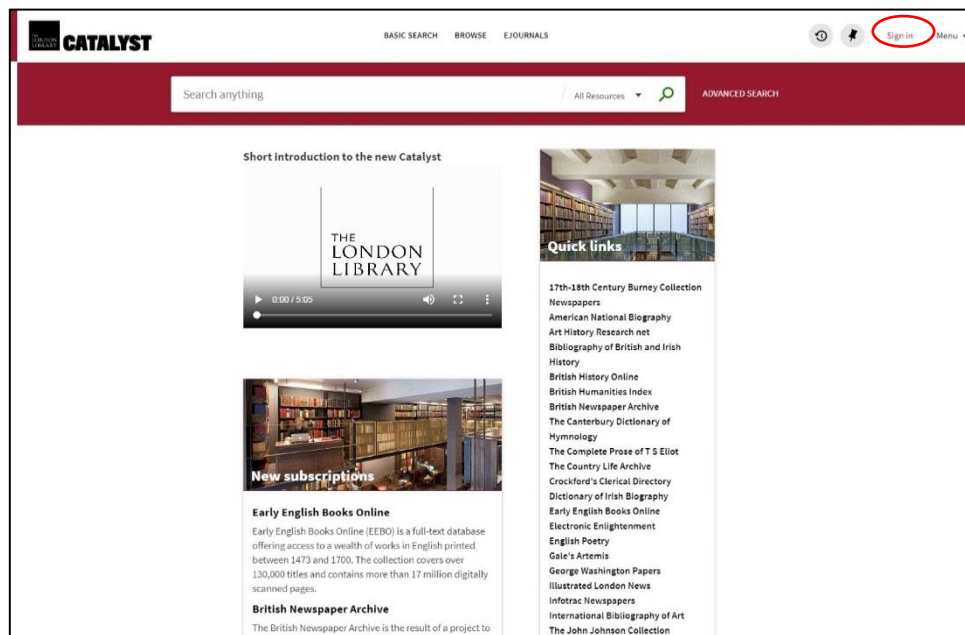
As you will understand, demand for this service is very high and the staff are working in a very structured way for their own safety. As a result, once a book has been requested, we will be unable to identify it and cancel the hold should you change your mind.

If you would like the book to be sent to an address other than the one you have registered with the Library (see *My Account* for the address we hold) please email membership@londonlibrary.co.uk to update your address before placing the hold. We cannot guarantee that the book will go to the correct address if you let us know after the request has been placed.

To access Catalyst, go to londonlibrary.co.uk and click the 'Search the Catalogue' link at the top of the page.

1. Signing In

When you open Catalyst, it is always advisable to log in to your Library account. This will grant you automatic access to our online resources and ease the process of requesting books.



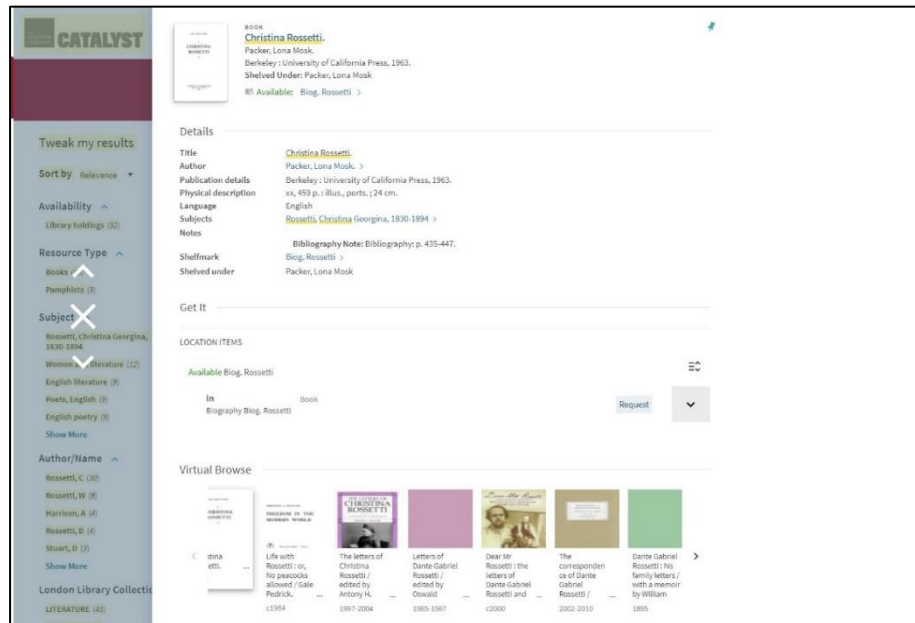
- i. Click the *Sign in* link in the right top-hand corner of the page.
- ii. If you are using a shared or public computer, make sure you always sign out when you have finished by clicking your name in the top-right hand corner of the screen and selecting *Sign Out*

2. Requesting Books

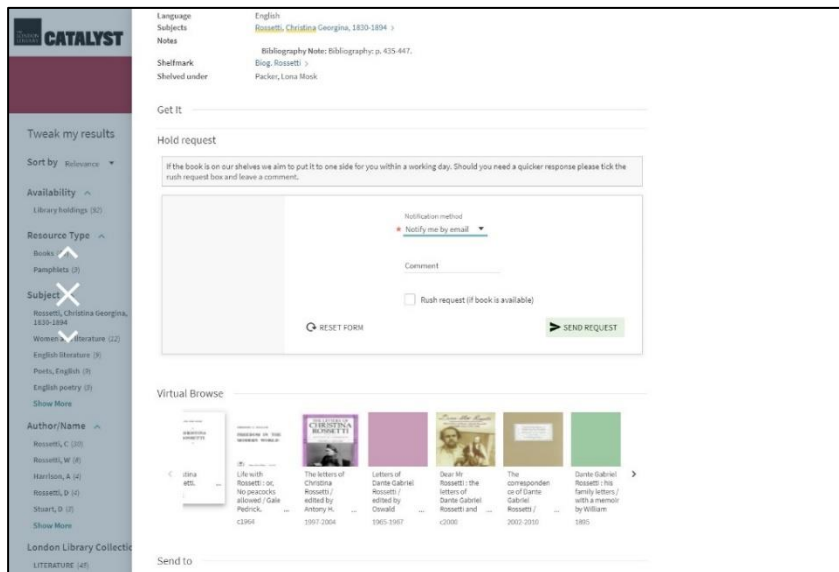
Books can be reserved but if the item is currently on loan to another member, we will be unable to supply it until the Library reopens.

When you have found the item you require, click on the title. A new window will open showing the item's full record.

- i. Click the *Request* button, which can be found under the *Get it* section of the record.



- ii. You will then be asked how you would like to be notified and during the COVID-19 closure, please choose *Send*. There will be no postage charges while the Library is closed.
- iii. If you require the item to be sent to an address other than the one registered on your account, please ensure you have contacted the Membership team to register the new address and use the *Comment* field to tell us the new address (please note there is a 50 character limit)



- iv. Click *Send Request* to complete your request.
- v. Use *My Account* to check your loans to see if your request has been issued to you. There will be a delay between the book appearing on your account and it being delivered.