



Frequently Asked Questions

What is ArtistWorks for Libraries?

ArtistWorks for Libraries provides patrons with world-class art, voice and instrumental instruction through self-paced video lessons from industry and Grammy Award-winning music professionals. ArtistWorks for Libraries offers users everything you need, from the basics of an instrument to advanced playing. All classes are always available through an Internet enabled browser – no apps needed.

What are the system requirements?

To access ArtistWorks for Libraries and view the classes an Internet connection with at least an up speed of 1.5 Mbps

Windows Vista and higher:

Preferred browser: Internet Explorer 9 and higher (IE8 and older are not supported.)

Alternative browsers: Firefox 3.6 and higher, Google Chrome

Screen resolution: 1024 x 768 or higher

Mac OS 10.5 and higher:

Preferred browser: Safari 5 and higher, Firefox 3.6 and higher

Alternative browser: Google Chrome

Screen resolution: 1024 x 768 or higher

Mobile devices: iOS, Android, Windows

Fully enabled Internet browsers

iOS – Safari, Chrome, Firefox

Android – Chrome, Firefox

Windows – Windows, Chrome, Firefox

Are there apps?

No Apps are needed – all classes run in an Internet enabled browser

Who has access to ArtistWorks for Libraries?

All patrons with valid library card and/or access to library

How do I access ArtistWorks for Libraries?

To access ArtistWorks for Libraries and view the classes an Internet connection with at least an up speed of 1.5 Mbps on a desktop or mobile browser – no apps required.

Are all classes available?

All classes are available to all users with a valid account. All courses are open and a user may join a class and select classes sequentially or in any order.

How do I contact the class instructor?



Frequently Asked Questions

The ArtistWorks for Libraries base service is a video-only viewing service provided by the library at no charge to the library user. A user may upgrade individual account service to the Video Exchange fee-based service. Check the ArtistWorks for Libraries site for the Video Exchange link and optional pricing.

How do I get help?

Account Set Up help is available through your library Information Desk and online on your library portal site – click on the help link and enter a help ticket.

ArtistWorks for Libraries site help is available through ArtistWorks Help. Click on the help link in the ArtistWorks for Libraries User Account menu or in the page footer.