

How to Submit a New Multicultural Bulk Loans Request

The Multicultural Bulk Loans Service is offered to all NSW Public Libraries free of charged.


Bulk loan requests can be made by NSW Public Libraries for items from the State Library’s Multicultural and ESL (English as a Second Language) collections for their borrowers.

Individual borrowers who are interested in bulk loans should request for them through their public library.

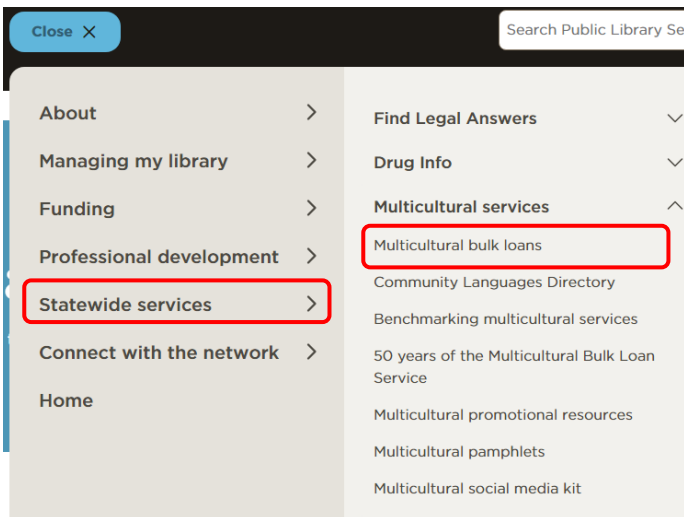
Specific titles and authors should be requested by inter-library loan instead of bulk loan.

Locating the Request Form

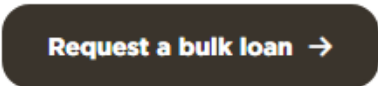
1. Go to the Public Library Services [website](#).

2. Click on menu. 

3. Expand “**Statewide services**” and “**Multicultural services**”. Click on **Multicultural bulk loans**.



4. Click on “**Request a bulk loan**”.



5. This will open the page Multicultural bulk loans form. Bookmark the page for easy access.

Supply Updates

Service & supply updates

10 May 2024 - We apologise for the delay in fulfilling your requests. We are currently experiencing a high volume of requests and shortage of supply and manpower. Please advise your borrowers that the team is trying our best to fulfill your orders. We appreciate your patience.

We have a shortage of the following languages:

Junior picture books in Arabic, Czech, German, Portuguese and Russian. There is a very long waitlist for German Junior titles.

We provide regular service updates in the form.

How to fill in the form

An < * > implies that the field is mandatory.

CONTACT DETAILS

Please enter your contact details as accurately as possible. Fields indicated by * are mandatory.

Your library reference for this request (Optional)

Library name *

Library we should send the request to.

Library type *

[Select option] ▼

Library branch name (Optional)

Use this field if items are to be loaned to a specific branch.

Your name *

Contact person if we have a question about this request.

Library email address *

Generic library email address preferred. Make sure email is correctly entered. This address will be used to email the loans list and for eParcel tracking.

Phone number *

Contact Details Felds	What is required
Your library reference for this request	Eg. Your library's own reference number for this request (optional)
Library name *	The library we should check out your requests to.
Library type *	Select from drop down menu.
Library branch name	Enter branch name if requested by a specific branch in your library network (optional).
Your name *	Best person to contact if we have any questions about your request.
Your email address *	This email will be used to send the items list and eParcel tracking information. Try to use an email address that can be monitored by multiple colleagues.
Your phone number *	A valid contact number if we have any questions about your request.

Make sure that your delivery details are accurate. This is the address that we will mail your boxes to.

DELIVERY DETAILS

Your request will be delivered to this address by AusPost eParcel with tracking.

Postal Address *

Suburb *

State *

New South Wales ▼

Postcode *

REQUEST DETAILS

We will attempt to complete all requests subject to availability of the language.

Language *

Please limit to one language per request.

[Select option] ▼

Adult and/or Junior material *

[Select option] ▼

Fiction and/or Non-Fiction *

[Select option] ▼

Type of Junior material

[Select option] ▼

Request Details Fields	What is required
Language *	Select one option from the drop-down menu – either the English as a Second Language (ESL) collection OR a language from the multicultural collection. 1 choice per form.
Adult and/or Junior material *	Select from drop-down menu
Fiction and/or Non-fiction *	Select from drop-down menu
Type of Junior material	Choice of picture and/or chapter books. Select from drop-down menu if you are requesting for junior material.

Genre 1

Genre 2

Genre 3

LOTE Alternative format (Optional)
 We may not have large print or talking books in your required language.

Request Details Fields	What is required
Genre 1 to 3	Select up to 3 genres. We will pick a random selection if not specified.
LOTE Alternative format (Optional)	Select from drop-down menu if your borrower would like large print and/or audiobooks in the specified language. Subjected to availability. Not available for English language large print or talking books.

Specify who this request is for

eg. elderly person or 6 year old girl, etc. If requesting a mixed language box for display, please list the languages you would like to promote.

Non fiction subject areas

Select your subject area such as cooking, health or biography. Not all subjects can be supplied.

Additional request details

eg. Other genres, preferred authors (full name and correct spelling). We will supply if they are available at the time of request. Please place ILL request for specific items.

Request Details Fields	What is required
Specify who this request is for	If possible, provide some information about the demographic of the readers to help us select appropriate titles.
Non-fiction subject areas	Enter subject areas that your borrower would like to read. Subjected to availability.
Additional request details	You may also add in more information about your request, eg. preferred authors (supply exact spelling), unlisted genres, breakdown of the number of books, etc.

Number of items *
Maximum 30 items per request form.

[Select option] ▼

Length of loan *
Maximum 6 month loan.

[Select option] ▼

Request Details Fields	What is required
Number of items *	Select from drop-down menu. Limited to maximum of 30 items per request.
Length of loan *	Select from drop-down menu. Limited to maximum of 6 months per loan.

- Check that all fields are correctly entered. Click on **Submit**.



SUCCESSFUL SUBMISSION

If your submission is successful, you should see a page with a summary of your request and you will also receive an email confirmation.

UNSUCCESSFUL SUBMISSION

If there are errors in your submission, you will see a message like this:

✘ Sorry your request could not be submitted - please address the following issues and try again.

- **Your request could not be processed because your session has expired since the form was opened. A new session has been started for you. Please click the **Submit** button to re-submit.**

Check all the fields, fill in the missing information and re-submit the form.

TIPS

- If you have autofill turned on for your browser, please make sure that all details are correctly entered before submitting the form.
- Clear your form before entering a new request.

Email Confirmation

- You will receive an email confirmation when your request is submitted successfully.
- Do not reply to the email because the mailbox is not monitored.
- Important information to note in the email:

We have received your request

Request number **IR279974**

The request reference number will begin with IR. Always quote this number if you have questions about your order.

You can [check the progress, update or cancel your request.](#)

Click on this link if you need to make changes or cancel the request shortly after your submission.

To amend your request more than 24 hours after submitting it, please contact the bulk loans team directly by phone or email.

After 24 hours - Please contact the bulk loans team by phone or email to make changes.

Thank you for using our service.

Multicultural Bulk Loans Team
State Library of New South Wales

Email: mc.bulk.loans@sl.nsw.gov.au

Phone: (02) 9273 1452

Your request

Bulk loan request for

State Library NSW / Tibetan / Adult and Junior / Fiction and Non-fiction / Picture and chapter books / Detective and mystery stories / Popular Literature / Science fiction / Large print & Talking books / 10 items / 3 months

Summary of your request profile.

Additional details

This is another test.

Additional information that you have specified.

Multicultural Bulk Loans Team Contact Details

[Joanna Goh](#) (Bulk Loans Coordinator) – (02) 9273 1452

Bulk loan enquiries email: mc.bulk.loans@sl.nsw.gov.au