



STATE LIBRARY®
NEW SOUTH WALES

Multicultural Services Report April 2021

Staffing update

Sadly, Michael Marks has left us for an exciting and permanent role at a Waverly Library. Tseten Dolkar has joined the team and works Mondays and Tuesdays with us. The rest of the team are working more days onsite.

Parcel Send

Australia Post has replaced the old eParcel platform with the new Parcel Send app from 12 April 2021. Unfortunately, we were not given any warning about the change, which resulted in delays in processing bulk loans and inter-library loan.

The bulk loans team has been fully trained in the new app and bulk loan turn-around times is back to normal. The inter-library loans team is in the process of getting trained.

Return address labels

- Your old return labels can still be used.
- Return labels with Macquarie Street address can still be used, even though we have updated our official address to 1 Shakespeare Place.
- The new app currently does not allow us to generate return labels in a sustainable and efficient way. We will be providing pre-paid labels for 5-10kg printed with the State Library's address for your bulk loans until Australia Post resolves this issue.

Chasing up on Overdue Bulk Loans

We are systematically going through each library account to follow up on long overdue loans. This has helped libraries to keep their loan records up-to-date and let us know if certain items have been returned or lost. This in turn allows us to update our catalogue records.

If you have more than 300 overdue items on your loans account, the system does not allow us to loan any more items.

We are continuing to encourage libraries to return their overdue loans. That will allow us to fulfil requests from other libraries.

The State Library can supply pre-paid postage labels to help Public Libraries return their overdue items.



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New Bulk Loans Request Form

Feedback from SLNSW Bulk loans staff

- It is more difficult to fulfil requests that are too specific (eg. no princesses, no ponies, British authors only, etc). We have a limited number of specific genres available. It is difficult for us to select items based on the titles or authors as we do not read the language.
- Let us know if we can include alternatives if we cannot fulfil the specific request.

Information that is useful for us – Age range and preferred interests.

Requesting specific titles

- If available, the titles will be included in the batch of bulk loans at no charge.
- Specific titles are limited to the Multicultural and ESL collection.
- There is no guarantee that the title will still be available when we process your request.
- If the patron really wants the specific book, we recommend that they request for it through inter-library loans.

State Library Loan Accounts

As a result of the Zoom Q&A, many libraries are now aware that they have a State Library loan account and how to access it. Libraries can check what is currently on loan, what is overdue and also let us know about titles that should be taken off their card. Please contact us at mc.bulk.loans@sl.nsw.gov.au if you would like us to provide you with your library's card number.

New Purchases Jan – Apr 2021

We have new books in these languages:

Chinese, Croatian, French, Hindi, Indonesian, Italian, Japanese, Macedonian, Panjabi, Polish, Spanish and Swedish.