

Multicultural Bulk Loan Information Sheet

Updated 26 August 2024

How to request a bulk loan

- NSW public libraries can request bulk loans to display on shelves for their borrowers to browse and borrow. Libraries can also put in a request in response to their borrower's request.
- We do not take requests directly from individuals.
- NSW public libraries put in requests through the [Multicultural bulk loan form](#).
- There is no limit to how many requests each library can put in. We have a finite stock and will try to distribute the resources among the libraries as fairly as possible.
- Each request can be for ten, twenty or thirty items. Loan period of three or six months.
- Renewals may be possible on request.
- Guide on [How to fill in the bulk loans order form](#).
- To help us select, the libraries specify preferred genres and subjects, and reader profile for each request if applicable. Some genres may not be available for certain languages.
- We are not able to supply specific titles. Please request specific titles through inter-library loans.
- We can only supply what we have on the shelves. You may receive the same titles as we have a finite stock.
- We try to fulfill requests within 4 working days. If we do not have any or enough available, we will contact the library.

What can your library borrow?

Please refer to this webpage:

<https://pls.sl.nsw.gov.au/statewide-services/multicultural-services/bulk-loans>

- ESL is available in the form in the language pull-down menu.
- You can also select a "Mixed box for display" in the language menu. In the notes field, indicate which languages you would like to be included.

How to manage your bulk loan request?

- The bulk loan team will circulate the loans to your library's State Library loan account.
- They will email your library an Excel spreadsheet of titles for each successful order. The spreadsheet will contain titles, call numbers, barcodes, loan date and due date.
- It is recommended that you enter a generic email address in your order form (eg. Inter-library loan email or create a bulk loan email address) instead of a specific staff's email address.
- Use the list to check against the items you receive. Keep the list to help you organise the returns when the loans are due. Contact us if there are discrepancies or problems with your orders.
- Our bulk loans are delivered via Australia Post Parcel Send. Tracking is enabled. Each box will come with an accompanying pre-paid return label. Contact us as soon as possible if you received the list but not the box.
- Keep the boxes, the return labels and the titles list together, if possible, to make it easier to keep track of your orders and organise the returns.

These are best practices that we recommend:

- Copy the titles list into a master spreadsheet to keep track of orders. Make spreadsheet available to all relevant staff.
- Some libraries create calendar reminders to keep track of due dates.
- Create dummy MARC records for each language that you require.
- Create cards with barcodes for each language you require. We have pockets in each book where you can insert your barcode cards.
- When you receive a box of books in a particular language, assign your barcode to each title.
- You can copy and paste the title list from the spreadsheet into the 520 (contents) tag of the appropriate MARC record.
- Most libraries receive, process and return the loans from a single branch in their library service.

Lending

- We recommend that you allocate some shelf space at your library to display the bulk loans instead of lending the entire box to a single patron.
- The collection will enjoy better circulation if they are visible to the community.
- You can rotate the collection across your branches.

Processing returns

- Recall loans or set due dates to be at least 1 week before the items are due back to the State Library. This gives you time to chase on overdue loans.
- Remove your barcode cards.
- Return the items in the bulk loan boxes using the pre-paid reply label that came with the loan.

Using Parcel Send Return labels correctly

- Each box of bulk loan the State Library sends out should come with a corresponding **Return label**. **Contact us immediately if you do not receive one.**
- The **Return label** has a tracking number that is associated to that specific order (of specific weight) that you received. This allows us to track the specific loan if anything happens on route. **Contact us if you need a label.**
- The specific **Return label** should be used to return the same box of bulk loan. If the original box is damaged, you can use your own box with that Return label.
- Contents of the box should match as closely as possible to the original items that you received. You can still return the box even if you are still waiting on 1 or 2 items that are still on loan to your patron. You can add other titles you are returning if it doesn't change the weight of the box too drastically.

The image shows two return labels. The left label is a standard 'RETURNS' label with fields for 'DELIVER TO', 'DELIVERY INSTRUCTIONS', and 'SENDER'. A red circle highlights the tracking number 'IR284424' in the bottom left corner. The right label is a 'PARCEL 1' label with 'AP Article Id: 33K' at the top and 'SENDER' information. A red circle highlights the tracking number 'IR284424' in the bottom left corner.

RETURNS
Post Office Use only: Scan barcode, no payment required.

DELIVER TO
Multicultural Services-state Librar
1 Shakespeare Place
SYDNEY NSW 2000

DELIVERY INSTRUCTIONS

Signature NOT required **PARCEL 1**
AP Article Id: 33KDE502453901000650806

AP Article Id: 33KDE502453901000650806 0501

SENDER
Wollongong City Library
Locked Bag 8821
WOLLONGONG DC NSW 2500

IR284424

SENDER
AP Article Id: 33K
WOLLONGONG DC NSW 2500

IR284424

Lost or damaged items

- We charge AUD\$49.50 (inclusive of GST) for each damaged or lost item that is less than 3 years old.
- Please contact us. We will evaluate each situation.

Promoting the Service

You can find promotional resources on our [website](#).

[Multicultural social media kit](#).

[Translated phrases for signages](#)

Keeping up to date

[Multicultural working group wiki](#)

Subscribe to the [multicultural](#) email list. Get service updates, ask questions or share ideas.

Contacting the team

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

Please contact us if you have any questions, a change in mailing address, email address or contact person.