

## NSW Public Libraries Multicultural Services Order Templates for Staff and/or Patrons

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### Weblinks

Library Service	Links to Websites
City of Sydney	<a href="#">City of Sydney Bulk Loan online form</a>  At City of Sydney, we are currently on a paper form but looking to move to online in the new financial year. This online form will be for staff use initially through a tab in Teams then hoping to move to a link on our website in the future.
Hawkesbury Library	<a href="#">Hawksbury Library online form for patrons</a>
Liverpool City Library	<a href="#">Liverpool Library online form for patrons</a>
Randwick City Libraries	<a href="#">Randwick Library online form for patrons</a>
Stanton Library	<a href="#">Stanton Library community language resources page</a>
Stanton Library	<a href="#">Stanton Library online form for patrons</a>
Waverley Library	<a href="#">Waverley Library Request a title page</a>
Waverley Library	<a href="#">Waverley Library online form for patrons</a>
Wollongong City Libraries	<a href="#">Wollongong Library online form for patrons</a>

State Library of NSW Bulk Loan request form for reference:

<https://pls.sl.nsw.gov.au/multicultural-bulk-loan-request>

## Paper Forms

See following pages for samples shared by the libraries below.

Library Service	Notes from Library
Canterbury-Bankstown Libraries	<p>We don't have a form for the public to use directly.</p> <p>Our system is the patron requests the item with the staff member on one of our service points.</p> <p>We then have a form we have created in "Snapforms" living in our Internal Staff Intranet and we fill in the details and submit it on their behalf.</p> <p>These forms then come to My team in <a href="mailto:bulkloans@cbc.city.nsw.gov.au">bulkloans@cbc.city.nsw.gov.au</a> and I then submit them through to your team.</p>
City of Parramatta Library	Jotform template. This form is for staff. Staff fill it in as they interview the borrower about the request.
City of Sydney	At City of Sydney, we are currently on a paper form but looking to move to online in the new financial year.
Clarence Valley Library	<p>Online form for patron when they sign in with their card number.</p> <p>Another online form for staff to request on behalf of borrower.</p>
Goulburn Library	Paper form.
Mittagong Library	Template for our library by follows the criteria on the State Library multicultural bulk loan request page.
Port Macquarie Hastings Libraries	Paper form for patrons.
Snowy Monaro Regional Library	Paper form created on Publisher. Requests mostly done in person.
Sutherland Shire Libraries	Sutherland Shire Libraries have a paper form available when we're busy and don't have time to fill out the online form straight away or if someone is new or not sure what to do.

# BULK LOAN REQUESTS

Member Name \*

eg John Smith

Library Card Number \*

Member Contact Details \*

Phone or email

Branch \*



Language \*

Type/Level of Material \*

☐ Adult Fiction

☐ Adult Non-Fiction

☐ Junior Fiction

☐ Picture Books

Additional Details (if any)

eg: romance

Number of items \*

10



20

30

Length of Loan \*



3 months

6 months

Other Notes

Staff Member Processing Request \*

EG: Renea M.

Staff Member Email Confirmation

CITY OF PARRAMATTA LIBRARY

# Request for Community Language Bulk Loan

Date \*

DD/MM/YYYY



Branch \*

Please Select



Language: \*

Please Select



One language selection per request.

Adult and/or Junior: \*

- ☐ Adult
- ☐ Junior
- ☐ Adult and Junior

Fiction and/or Nonfiction \*

- ☐ Fiction
- ☐ Nonfiction
- ☐ Fiction and Nonfiction

Type of Junior material:

- ☐ Picture books
- ☐ Chapter Books
- ☐ Picture and Chapter Books

Fiction Genres:

- ☐ Adventure
- ☐ Detective/Mystery
- ☐ Historical Fiction
- ☐ Love Stories
- ☐ Popular Literature
- ☐ Science Fiction/Fantasy
- ☐ Bit of everything/Anything

## CITY OF PARRAMATTA LIBRARY

Additional Details: e.g. Other genres, reading level, age of reader, Large Print or Talking Books (Not available in all languages)

Type here...

Submit

## COMMUNITY LANGUAGE BULK LOAN REQUEST

Staff Section:

REQUEST NUMBER:

STAFF NAME:

CUSTOMER NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

MEMBERSHIP NUMBER: \_\_\_\_\_

TELEPHONE NO: \_\_\_\_\_ COLLECT FROM: \_\_\_\_\_

**LANGUAGE:**

- |                                    |  |                                    |
|------------------------------------|--|------------------------------------|
| <input type="checkbox"/> Arabic    | <input type="checkbox"/> Gujarati              | <input type="checkbox"/> Serbian   |
| <input type="checkbox"/> Bengali   | <input type="checkbox"/> Hebrew                | <input type="checkbox"/> Sinhalese |
| <input type="checkbox"/> Bulgarian | <input type="checkbox"/> Hindi                 | <input type="checkbox"/> Slovak    |
| <input type="checkbox"/> Burmese   | <input type="checkbox"/> Hungarian             | <input type="checkbox"/> Spanish   |
| <input type="checkbox"/> Croatian  | <input type="checkbox"/> Italian               | <input type="checkbox"/> Swedish   |
| <input type="checkbox"/> Czech     | <input type="checkbox"/> Macedonian            | <input type="checkbox"/> Tagalog   |
| <input type="checkbox"/> Danish    | <input type="checkbox"/> Maltese               | <input type="checkbox"/> Tamil     |
| <input type="checkbox"/> Dutch     | <input type="checkbox"/> Nepalese              | <input type="checkbox"/> Telugu    |
| <input type="checkbox"/> Finnish   | <input type="checkbox"/> Persian (Farsi/Darsi) | <input type="checkbox"/> Tibetan   |
| <input type="checkbox"/> French    | <input type="checkbox"/> Polish                | <input type="checkbox"/> Turkish   |
| <input type="checkbox"/> German    | <input type="checkbox"/> Portuguese            | <input type="checkbox"/> Ukrainian |
| <input type="checkbox"/> Greek     | <input type="checkbox"/> Punjabi               | <input type="checkbox"/> Urdu      |

Languages held by City of Sydney Library are not available for request

- Chinese
- Chinese Simplified
- Indonesian
- Japanese
- Korean
- Russian
- Thai
- Vietnamese

**MATERIAL REQUESTED:**

- |  |   |
|--|---|
| <input type="checkbox"/> Adult Fiction     | <input type="checkbox"/> Junior Fiction     |
| <input type="checkbox"/> Adult Non-Fiction | <input type="checkbox"/> Junior Non-Fiction |
| <input type="checkbox"/> Adult Mixed Box   | <input type="checkbox"/> Junior Mixed Box   |

**For Junior items, please specify  
Age Range and/or Reading Level:**

\_\_\_\_\_

**GENRE / SUBJECT AREA:**

Please select up to three choices. For non-fiction requests, please specify subject area below. The selection is subject to availability. Genre/Subject Area not specified will result in a mixed box.

- |   |   |
|---|---|
| <input type="checkbox"/> Childrens Picture Books  | <input type="checkbox"/> Love Stories       |
| <input type="checkbox"/> Children's Chapter Books   | <input type="checkbox"/> Popular Literature |
| <input type="checkbox"/> Detective / Mystery  | <input type="checkbox"/> Adventure          |
| <input type="checkbox"/> Historical Fiction   | <input type="checkbox"/> Science Fiction    |
| <input type="checkbox"/> Literature / classical fiction   |   |
| <input type="checkbox"/> Non-Fiction. Please specify subject area of interest (eg. cooking, health, biography): |   |

\_\_\_\_\_

## Clarence Valley Library

**On our website** (link in Multicultural Services section). The “Ask a librarian” form does not levy our ILL charge. I then change the request to ILL when processing it (the charge does not apply then).

The screenshot shows a web browser window with multiple tabs. The active tab is 'Ask a librarian | Clarence Region'. The address bar shows a URL starting with 'pydus.exe/PGM/WPAC/REQUEST?FNAME=RQINFO'. The browser's toolbar includes various icons for media, RDA content, MARC 21, standards, relator codes, MDM Entertainment, ALG, LC, ratings, and libraries. The page header is a dark teal bar with the text 'Home > Ask a librarian'. Below the header is a section titled 'Ask a librarian' in a light green box. This section contains instructions: 'Can't find what you're looking for or got a question about any of our services? Fill out our form below and we'll do our best to find the answer for you. Please provide details about your question and please be as specific as possible. Fields marked with \* are mandatory. Click the Cancel button at the bottom of the form if you don't wish to proceed with this request.' Below the instructions is a section titled 'Request details' which contains a form with the following fields: 'Your question:' (a large text area with a red asterisk), 'Purpose of request:' (a dropdown menu), 'Request notes:' (a large text area), 'Last date required:' (a date input field with a red asterisk and a calendar icon), and 'Pickup location:' (a dropdown menu). At the bottom right of the form are two buttons: 'Cancel' and 'Continue'.

Home > Ask a librarian

### Ask a librarian

Can't find what you're looking for or got a question about any of our services?

Fill out our form below and we'll do our best to find the answer for you.

Please provide details about your question and please be as specific as possible. Fields marked with \* are mandatory. Click the Cancel button at the bottom of the form if you don't wish to proceed with this request.

#### Request details

\* Your question:

Purpose of request:

Request notes:

\* Last date required:

Pickup location:

# CLARENCE VALLEY LIBRARY

The **online form our staff use** to request a bulk loan on behalf of a borrower. We use “Research” so that the ILL fee does not apply. I then change the request to an ILL (as above).

Request - Request - Spydus10

Request - Request - Spydus10

Multicultural bulk loan request

clarence.spydus.com/spydus#Request

Fantastic FictionIMDbRDA carrierRDA mediaRDA contentMARC 21Standards (The Libr...Relator Code & TermsMDM EntertainmentALGLCRatings comparedLibraries Australia S...Spydus WebHomosaurus

Requests

SaveSave & CloseClose

Requests > New

SearchRequest Number

Search pages

New

Request

Lender

Other

TypeResearch

Status

StatusPending review

NotesBorrower would like French JE books

Notified date

Requestor

IDLink

Name

Last date required

Pickup location

PurposePersonal Interest

Placement charge (excl./incl. tax)0.00 / 0.00

Completion charge (excl./incl. tax)0.00 / 0.00

Notes

Bibliographic Info

SearchExternal SearchNew

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Location: Regional Services Current time: 06/06/2024 11:58 AM



## Inter- Library Loan Request ESL (English as a Second Language)

This form to be used for ESL only. For all other interlibrary loans please log via OPAC.

### This is a FREE service

Pick up location: Goulburn Mulwaree Library

Name : \_\_\_\_\_ Date: \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Library Card no: \_\_\_\_\_ Phone no: \_\_\_\_\_

Email: \_\_\_\_\_

**IMPORTANT: Should the Inter Library Loan items be lost or damaged you will be required to pay the associated fines & fees levied by the owning library. Lodging this form indicates your acceptance of liability for any fines or fees**

#### Request details:

Language: \_\_\_\_\_

Number of items (please tick): ☐ 10 ☐ 20

Material (please pick **ONE** group):

- |   |   |
|---|---|
| <input type="radio"/> Adult fiction                       | <input type="radio"/> Junior fiction                        |
| <input type="radio"/> Adult non-fiction                   | <input type="radio"/> Junior non-fiction                    |
| <input type="radio"/> Adult fiction AND adult non-fiction | <input type="radio"/> Junior fiction AND junior non-fiction |

Genres (please pick **THREE**):

- |   |  |
|---|--|
| <input type="radio"/> Detective and mystery stories | <input type="radio"/> Science fiction          |
| <input type="radio"/> Historical fiction            | <input type="radio"/> Children's chapter books |
| <input type="radio"/> Love stories                  | <input type="radio"/> Children's picture books |
| <input type="radio"/> Popular fiction               |  |

Non-fiction and special requests\*: \_\_\_\_\_

\* Please note, not all non-fiction subjects and special requests can be supplied.

Signed: \_\_\_\_\_

#### STAFF USE ONLY

Staff Member: \_\_\_\_\_

Supplying Library: \_\_\_\_\_

Date requested: \_\_\_\_\_

Date due: \_\_\_\_\_

Date received: \_\_\_\_\_

Date returned: \_\_\_\_\_

# MITTAGONG LIBRARY

## Multicultural Bulk Loan Request Form (Language Boxes)

### Material available for Bulk Loan:

- multicultural collection items in 43 different languages
- ESL (English as a second language) material
- audiobooks and large print titles in some LOTE (Language other than English) languages may be available.

**\*English language audiobooks and large print titles are NOT available for bulk loan\***

**\*\*Please limit to one language per request\*\***

Date: .....

Taken by (Staff Member name): .....

Material to be collected at: ..... Borrower Number: .....

Borrower name: ..... Contact phone number: .....

Adult and/or Junior material (Please circle those applicable)

Adult                  Junior

Fiction and/or Non-Fiction (Please circle those applicable)

Fiction                  Non-Fiction

Type of Fiction material

Genre 1 \_\_\_\_\_

Genre 2 \_\_\_\_\_

Genre 3 \_\_\_\_\_

LOTE alternative format (may not be available in your required language)

Large print and talking books                  Large print books                  Talking books

Specify who this request is for eg. elderly person or 6 year old girl, etc.

\_\_\_\_\_

Non-Fiction subject areas

\_\_\_\_\_

\_\_\_\_\_

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

Number of items Required (please circle)                  10                  20                  30

# Inter-Library Language Loans

Date: \_\_\_\_\_ Member No.: \_\_\_\_\_

Name: \_\_\_\_\_

Contact Phone No.: \_\_\_\_\_

Language: \_\_\_\_\_ Branch: \_\_\_\_\_

☐ Adult ☐ Junior ☐ Young Adult

☐ Fiction ☐ Picture Books

☐ Non-Fiction ☐ Chapter Books

Non-Fiction Subjects of interest (incl. Biography):

\_\_\_\_\_

\_\_\_\_\_

## Fiction Genre selections:

☐ Detective and Mystery Stories

☐ Historical ☐ Literature classical fiction

☐ Popular Literature ☐ Adventure

☐ Science Fiction ☐ Love Stories



# Inter-Library Language Loans

Date: \_\_\_\_\_ Member No.: \_\_\_\_\_

Name: \_\_\_\_\_

Contact Phone No.: \_\_\_\_\_

Language: \_\_\_\_\_ Branch: \_\_\_\_\_

☐ Adult ☐ Junior ☐ Young Adult

☐ Fiction ☐ Picture Books

☐ Non-Fiction ☐ Chapter Books

Non-Fiction Subjects of interest (incl. Biography):

\_\_\_\_\_

\_\_\_\_\_

## Fiction Genre selections:

☐ Detective and Mystery Stories

☐ Historical ☐ Literature classical fiction

☐ Popular Literature ☐ Adventure

☐ Science Fiction ☐ Love Stories



**MULTICULTURAL ITEMS**

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

LIBRARY CARD No: \_\_\_\_\_

EMAIL: \_\_\_\_\_

PHONE No: \_\_\_\_\_

COLLECT AT: \_\_\_\_\_

- ☐ ADULT  
☐ YOUNG ADULT  
☐ JUNIOR

- ☐ FICTION  
☐ NON-FICTION / BIOGRAPHIES

- ☐ JUNIOR CHAPTER BOOKS  
☐ JUNIOR PICTURE BOOKS

LANGUAGE:  
\_\_\_\_\_FICTION GENRE (OR MIXED GENRES):  
\_\_\_\_\_  
\_\_\_\_\_**MULTICULTURAL ITEMS**

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

LIBRARY CARD No: \_\_\_\_\_

EMAIL: \_\_\_\_\_

PHONE No: \_\_\_\_\_

COLLECT AT: \_\_\_\_\_

- ☐ ADULT  
☐ YOUNG ADULT  
☐ JUNIOR

- ☐ FICTION  
☐ NON-FICTION / BIOGRAPHIES

- ☐ JUNIOR CHAPTER BOOKS  
☐ JUNIOR PICTURE BOOKS

LANGUAGE:  
\_\_\_\_\_FICTION GENRE (OR MIXED GENRES):  
\_\_\_\_\_  
\_\_\_\_\_**MULTICULTURAL ITEMS**

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

LIBRARY CARD No: \_\_\_\_\_

EMAIL: \_\_\_\_\_

PHONE No: \_\_\_\_\_

COLLECT AT: \_\_\_\_\_

- ☐ ADULT  
☐ YOUNG ADULT  
☐ JUNIOR

- ☐ FICTION  
☐ NON-FICTION / BIOGRAPHIES

- ☐ JUNIOR CHAPTER BOOKS  
☐ JUNIOR PICTURE BOOKS

LANGUAGE:  
\_\_\_\_\_FICTION GENRE (OR MIXED GENRES):  
\_\_\_\_\_  
\_\_\_\_\_

## Community Language Bulk Loan Request Form

If similar material is currently held at any of our branches, customers can reserve those titles. Staff, please check online for current bulk loans. *(You may ring another branch and ask them to send up a random selection of a few titles)*

### Customer Details

Name.....Library Card .....

Telephone: (mobile)..... (landline) .....

Email.....

Please circle how you would like to be notified.

Date Requested .....Branch for pickup.....

### Request Details

LANGUAGE.....

☐ 10 titles ☐ 20 titles ☐ 30 titles

**FORMAT** required. Please note, books are most readily available.

☐ 3 month loan ☐ 6 month loan (adult loans only).

☐ Books

*Please indicate if the following formats would be appreciated however we may not be able to find suppliers.*

☐ Magazines ☐ Sound recordings ☐ DVD ☐ LARGE PRINT

**TYPE OF MATERIAL** Please choose from the following:

☐ Adult fiction ☐ Adult fiction and non-fiction ☐ Adult non-fiction

☐ Junior fiction ☐ Junior fiction and non-fiction ☐ Junior non-fiction

**GENRES** Please select up to 3 from the following genres:

☐ Adventure stories ☐ Detective and mystery stories ☐ Children's picture books

☐ Historical fiction ☐ Popular literature ☐ Children's chapter books

☐ Love stories ☐ Science fiction

Notes (eg specific author) .....

Staff Use only. Sources checked:

☐ Current loans held at all branches of Sutherland Shire Libraries

☐ Community Language Directory

☐ Libraries Australia – no charge applies.

Staff name.....