

SLNSW Bulk Loan Services Report - 1 May 2024

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Update on the State Library of NSW Multicultural Service 50th anniversary celebrations

- Since last meeting, we have sent out the kit, bookmarks and some badges to NSW public libraries.
- We have lots of 50th anniversary banners still available to loan out to libraries for any upcoming events. Order an anniversary banner using this [form](#).
- [Share your multicultural activities and events for 2024](#) with us and the NSW Public Library network.
- The resources are also available through our [new website](#).

[New State Library](#) and [Public Library Services](#) website

- Clear your old bookmarks and your cache. Please check with your IT department if you need advice on how to do that.
- Updated links on [Document Delivery](#) and [Multicultural working group](#) wikis.
- [Community Language directory](#) has been updated based on 2022/23 Public Library Statistics.
- [Multilingual library signage tool webpage](#) – Still lives in the old site. Banners and external links on that page do not work. The web team will be migrating this over, but timeline not given yet. **Only way to locate it is through the [50th anniversary information page](#).**
- Catalogue search for State Library of NSW Multicultural and ESL collection – still recommend that you use the [Old catalogue](#).

Multicultural Bulk Loan Service Update

- Due to effective promotional efforts, we are receiving a large number of orders.
- Running out of books in certain languages to fulfil the orders.
- Keep track of stock shortages through announcements on the [Bulk Loans order form](#) and the multicultural and bulk loan e-lists.

Returning overdue loans

- Joanna has contacted many libraries to follow up on overdue loans, especially long overdue ones. If you have not responded, please do so as soon as possible.
- Please check through the spreadsheet that was sent to your library and respond with the status of each item. We want to know if any of the items are lost so that we can update the status of the item on the catalogue.
- We would like libraries to be more vigilant in keeping track the due dates of your bulk loans and return them on time. If you need help doing so, please contact Joanna at mc.bulk.loans@sl.nsw.gov.au

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.
- 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.

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

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If the sender acknowledge that this article may be carried by air and will be subject to aviation security and clearing procedures, the sender declare that it does not contain any dangerous or prohibited goods, explosives or incendiary devices. A false declaration is a criminal offence.
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