

SLNSW Bulk Loan Services Report - 3 Dec 2024

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Multicultural Bulk Loan stock update

- Shortage of Portuguese junior picture and board books, Arabic YA, Spanish non-fiction and Tibetan adult fiction.
- New stock of books available in Slovak, Italian and Russian.

Multicultural bulk loan service closure for the 2024 holidays

- The Multicultural bulk loan service will be suspended from **18th Dec 2024 to 1st Jan 2025** for the holiday season.
- **Tuesday, 10th Dec 2024 is the closing date for last orders** that we will fulfil in 2024. Any orders received after 10th Dec 2024 will be fulfilled in 2025.
- We will send out orders until Tuesday, 17th Dec 2024.
- Libraries can still return your loans to the State Library during our shut down period.

Automated overdue reminder emails (coming in 2025)

- We will be activating automated overdue reminder emails in 2025.
- Emails will be sent from this email address: **library@sl.nsw.gov.au**
- The first ever email generated will contain all current overdue titles a library may have on that date.
- Subsequent emails will be triggered with an item is 14 days overdue and another one when it is 28 days overdue.

Changing how you log in to check your State Library of NSW loans (26 Nov 2024)

- **This is only relevant to libraries that have existing log in accounts for the SLNSW catalogue to check the status of your inter-library and bulk loans.**
- From 26 November, you will log in using **your library's registered email address instead of your card number** to log into the catalogue.
- We have emailed libraries with log-in accounts.
- The first time you log in, you will be asked to reset your password. **The new password cannot be similar to your email or library name.**
- If you need assistance logging in, updating your details, or setting up a log-in, please contact us by email at mc.bulk.loans@sl.nsw.gov.au.
- **IMPORTANT NOTE: Claimed returned and Lost items are included in the loans list that you see on the catalogue, but they are not obvious.**
- **We recommend that libraries contact us directly for a complete record of your loans and renewal requests.** mc.bulk.loans@sl.nsw.gov.au