

Multicultural Services Report for ILL Meeting - 1 February 2021

The State Library of NSW Multicultural Bulk Loans Service is heavily used by public libraries across the state. In many cases, this service is the primary form of support to local culturally and linguistically diverse (CALD) communities.

Effect of COVID-19 on Multicultural Services

Quarantine of returned items

Boxes of returns were quarantined for an extra 24 hours during the height of the COVID-19 outbreak in Dec 2020. On 15 Jan 2021, we were informed that the NSW Government has updated its Library COVID Safety Plan. It no longer requires libraries to quarantine returned items. The State Library Multicultural Services team has reverted to our original procedure for returns. We are still taking extra care with frequent hand washing and sanitising.

Wearing masks onsite

As of 3 Jan 2021, all staff and visitors to the State Library of NSW are required to wear a mask at all times.

Limit to number of onsite staff

As a safety precaution, the Bulk Loans processing team is still limited to a maximum of 2 staff members onsite at one time. The turnaround time for bulk loans is 4 to 5 working days.

Chasing up on Overdue Bulk Loans

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.

New Bulk Loans Request Form

The new Multicultural Bulk Loans request form was built over the December 2020 holidays and went live on 1 January 2021. We have also updated the confirmation emails to reflect more relevant information. So far we have received positive feedback from public libraries. Thank you for your input.

Between 1- 27 January 2021, we have already processed 150 bulk loan requests.

Multicultural Bulk Loans Q&A on Zoom

The State Library Multicultural Services team hosted a live Multicultural Bulk Loans Q&A session via Zoom on 11 Dec 2020.

A recording of the session and notes from the Q&A were shared via the various e-lists.

Link to the video recording can be found here: [Multicultural Bulk Loans Q&A video recording](#).

Contact joanna.goh@sl.nsw.gov.au if you would like to have copies of the notes.



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.

Multicultural Bulk Loans Promotion

In 2021, the State Library Multicultural Services will be launching a promotional campaign targeted at NSW multicultural organisations. We hope to raise awareness of our free service and see more people from CALD communities approach their public libraries for LOTE books. We will start off but targeting languages that currently have low usage.