



LIBRARIES VICTORIA— SERVICE UPDATE

Good news! The Libraries Victoria service will resume from Monday 1 May. This means you will again be able to request items from other library services in Victoria.

Some changes have been made to the Libraries Victoria service to balance the rising costs of logistics, courier and other operational services while providing you the best access to the wide collection the network provides.

We're learning about the new Libraries Victoria service with you and we're here to help you find the resources that you need.

What are the changes?

You can now place 20 items on hold at any one time from our Shared Collection. This includes:

- Adult Fiction & Non-Fiction
- YA Fiction & Non-Fiction
- Junior Fiction & Non-fiction
- DVDs
- Audio Books
- LOTE (except magazines & new items)
- Large Print Books
- Graphic Novels

Items no longer available are:

- Items purchased with in last 6 months
- Music CDs, Magazines, Picture & Board Books
- Large or bulky items

If you can't find a specific item within the Myli – My Community Library collection or shared collection, please let us know.

We can suggest similar items that might be relevant, or you can make a request for items that are within the Libraries Victoria collection using our request form, which may incur a fee.

For more information about inter-library loan fees please see FAQs below or ask staff.

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Frequently Asked Questions

What items can I request?

- Adult Fiction & Non-Fiction
- YA Fiction & Non-Fiction
- Junior Fiction & Non-fiction
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Items no longer available

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Are intra-library loans free?

Yes, you can place holds for intra-library loans through the library catalogue that will remain a free service.

Will I have to wait longer for items?

Changes to the courier service may mean an additional delay of at least one week.

How many holds can I have at any one time?

You can have up to 20 holds at any one time. We encourage you to try the 'My List' feature in your account to keep track of items you might like to borrow next.

Why was the service changed?

Some necessary changes were required to maintain and protect the sustainability of the Libraries Victoria loan service.

When will the full service be reinstated?

The Libraries Victoria loan service will not return to the previous model. Public Libraries Victoria are conducting a 3-month trial and during this period the service will be evaluated to ensure that the service is viable.

How can I place holds on items from other libraries within the Shared Collection?

You can place holds on items from the shared collection via the catalogue or asking staff for help. We have a quick guide to show you how to use the catalogue. Ask staff for a printed copy.

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Frequently Asked Questions

Can I request an item that is not available within the Shared Collection?

We can suggest similar items that might be relevant, or you can make a request on items that are within the Libraries Victoria collection using our request form, which may incur a fee. For more information about inter-library loan fees, please see our Borrowing Information page. You must be logged into your account to access this form.

Can I ask staff to help me with holds or requests when I'm at my library?

Yes, staff can place a hold or a request on your behalf.

How many purchase requests can I have at any one time?

You can have up to 6 purchase requests at any one time.

Can I return items I've borrowed from other library services to a Myli – My Community Library branch?

We encourage you to return items to the library where they were borrowed from - where possible. Additional expenses may apply for us to return items to other library services on your behalf.

Feedback

We understand this is a valued service and would like to hear from you if you are impacted by this change.



Printed Feedback Form

Visit your library during opening hours to ask our staff in person for a printed feedback form



Online Feedback Form

Feedback can be provided online via <https://myli.au/LibsVIC> or scan the QR Code.



Further support and information

Please let us know if you have a question that's not included here or would like further support.



In person

Visit your library during opening hours to speak with our staff in person myli.au/locations



Myli Support Centre

Contact us Mon-Fri 9am-5pm (excluding public holidays) via phone 1800 44 6954, email support@myli.org.au or live chat via myli.au