

## FAQ for library members

### 1. Will there still be an inter library loan service?

Yes, there are no plans to cease the service. Inter library loans is a valued service in WA, but should not be used in place of other methods of supply of library materials.

### 2. Why is the inter library loan system changing?

The changes to the service intend to ensure that materials in public libraries are available for loan by members of the local community. A review of the inter library loan service in 2016 found that purchasing materials costs less than 50% of the cost of an inter library loan, so it is preferable for libraries to purchase popular titles for their members. There are also a number of popular titles available in alternative formats such as ebooks and audiobooks.

### 3. What items should I not request on inter library loan?

New items (under 12 months old), especially new releases and best sellers, as well as Junior, young adult, DVDs and audio formats, are not able to be borrowed through inter library loan.

Exceptions are made for library members with special needs, such as people with a disability who require material in a particular format, members from culturally and linguistically diverse backgrounds requiring material in languages other than English, or members from communities where their library services a population under 1,000 people. Please speak to staff at your library about these exceptions. If you are using the State Library's online inter library loans service, please add a note in the 'Special instructions' text field in the online portal.

### 4. What items can I request on inter library loan?

If the item you are looking for is not in your library's collection and does not fit the criteria that is no longer available for inter library loan, you can speak to staff at your library about requesting an inter library loan. For State Library members, you can search for material and place your request online. If the item you request online does not match the inter library loan criteria, you will be contacted by library staff regarding other options to access the material.

### 5. How do I get these items if I cannot use inter library loan?

Please speak to staff at your library. The item you are looking for may be available in an alternative format, such as an ebook, or it may be held in a nearby library. If it is a title that may be of interest to others in the community, your library may consider purchasing it for the library's collection. Your library can also help to suggest similar and alternative titles that may interest you if a particular item is not readily available.

### 6. I am a registered home educator and use inter library loans to obtain materials to support my children's learning. How do I meet their needs without using inter library loans?

The State Government provides registered home educators with access to educational materials on the School Curriculum and Standards Authority website, and on Scootle which is an online resource bank published by Education Services Australia. There a number of services that home educators can access – more information is provided on the [Department of Education website](#). If you are looking to obtain supplementary materials through your library, library staff can recommend online collections of ebooks and audiobooks, suggest alternative titles or direct you to other nearby libraries, or consider purchasing material if it will appeal to other members of the community.

### 7. Can I borrow items from other libraries?

Yes. You can join and borrow directly from any public library in Western Australia subject to

their membership conditions. You will need to return items to the library they borrowed them from.

**8. Are there ways to borrow sets of books for my book club?**

Yes. There are commercial providers of book club sets such as [Book Talk](#) who have very reasonable prices. There are a selection of public libraries including Wanneroo, Swan and Mandurah who have book club sets available. Please contact these libraries for further information.

**9. I am very upset by these changes. Where should I direct my feedback?**

Please speak to staff at your local library. The inter library loans service will be reviewed after 12 months and your feedback will be considered as part of this process.

**10. Where can I find further information about inter library loans?**

Information is available on the [State Library website](#) and [Public Libraries WA](#). Further queries can be directed to your local library. State Library members can email [library@slwa.wa.gov.au](mailto:library@slwa.wa.gov.au).