

Libraries Victoria – Loans from Victorian Public Libraries - FAQ

Shared Services (Intra-library Loan)

For items that are found in the CCL catalogue

What items can patrons request?	<ul style="list-style-type: none"> • 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 <p>Items no longer available</p> <ul style="list-style-type: none"> • Items purchased with in last 6 months • Music CDs, Magazines, Picture & Board Books • Large or bulky items
Will patrons have to wait longer for their items?	Changes to the courier service may mean an additional delay of at least one week.
How many holds can patrons request at any one time?	20
Why was the system changed?	Some necessary changes were required to maintain the ILL service and to protect the sustainability of the ILL service.
When will the full service be fully reinstated?	The ILL service will not return to the previous model. We are conducting a 3-month trial and during this period the service will be evaluated to ensure that libraries are meeting the bag & crate limits to avoid cost blowouts and stay within the prescribed budget.
How do patrons request items from other libraries in their Shared Network?	Patrons will request items from the catalogue by placing a hold. Items that are not available can be requested via an ILL request/purchase form at https://www.cclc.vic.gov.au/inter-library-loans/
Can patrons return items to another LibsVic library service?	Patrons should be encouraged to return it to the library where they borrowed the item from - where possible. However, if not possible, they can still return items to another LibsVic library.

ILL Service Information

Inter-library loans are requests for items outside the library catalogue.

How much does it cost to request an ILL?	<ul style="list-style-type: none"> ○ For purchase requests – no charge ○ For items that can be obtained from other partnering libraries in our catalogue – no charge ○ For items outside Libraries Victoria – other Victoria public libraries only - \$5 per title ○ For items from other libraries in Victoria or from interstate - \$30.30.
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	NOTE: If items cannot be obtained for free, CCL staff will follow up with the member before pursuing the loan. Applicable charges will not be applied until the item is received at CCL.
How do patrons request an ILL via the catalogue?	https://www.cclc.vic.gov.au/inter-library-loans/