



LIBRARIES VICTORIA— SERVICE UPDATE

Over the past several weeks, Public Libraries Victoria has been working with the Victorian State Government during the tender process for the courier service contract that is used by more than 500 other organisations.

The proposed pricing provided by the courier services show an increase of between 100% - 350% which is not an affordable option for Libraries Victoria to consider. An alternative service arrangement is now being developed to ensure a sustainable intralibrary loan service for the Libraries Victoria network.

Unfortunately, the intralibrary loan delivery service remains paused until at least March 2023. This means that your access to place holds on items from other library services from the Libraries Victoria network to collect at your local library will remain temporarily limited. You can still visit other libraries throughout the Libraries Victoria network in person and any resources you borrow directly from those libraries and can be returned to your local library.

As a library member with Myli – My Community Library you have access to a shared collection across Baw Baw, Bass Coast, Cardinia and South Gippsland Shire of more than 206,490 physical items that you can nominate to collect from your local library in addition to an e-resource collection of more than 24,870 e-books and e-audio books.

If you can't find what you're looking for, you can also place requests for titles through our catalogue. Simply log in to your account and click on 'Send a Request' in the top right-hand corner.

We would like to extend our thanks to all our members for your patience and support. We greatly value any feedback you have provided and your personal insights about how this impacts your borrowing access through the Libraries Victoria network. We understand this is an important service to you and we are working with Public Libraries Victoria and the Victorian Government to develop a sustainable intralibrary loan service for the Libraries Victoria network to be made available to you as soon as possible.

We will continue to provide updates and further information as it becomes available to us.

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Frequently Asked Questions

What will happen to items I currently have on hold?

Any holds placed prior to October 17 will be processed as normal.

Can I still place a hold on items from another library service?

No, holds from Libraries Victoria network have been temporarily suspended. You can still place holds on Myli – My Community Library across Bass Coast, Baw Baw, Cardinia and South Gippsland Shire.

Can I still borrow from another library service?

Yes, Library users can still visit other libraries in person and borrow resources directly from those libraries.

How do I return a loan from another library service?

We can still accept returns from the Libraries Victoria network.

When will the service resume?

We are advocating with Public Libraries Victoria and the Victorian State Government to get the service up and running as soon as possible.

How will I know when the service has resumed?

You will receive an update from us via your preferred notification contact method (email/sms) when the service has resumed.

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