



Greater Dandenong Libraries' Resource Sharing Guidelines

(Interlibrary Loans)

Requesting Items

- Requests are submitted via the Greater Dandenong Libraries (GDL) online catalogue under 'Send a Request'. Borrowers must be registered as a member of GDL and logged in to utilise this service.
- Please search the GDL online catalogue before submitting a request. Only items not found in the GDL catalogue may be requested for interlibrary loans. **Note that the following items are not available via interlibrary loan:** Music CDs, Picture Books, Board books, Magazines, and items purchased in the last 6 months.
- All recent publications (previous six months) should be requested for purchase via the GDL online catalogue under 'Send a Request'. If the item does not meet GDL selection specifications, the resource sharing process will be followed.
- There is a maximum of 5 concurrent requests per Full Greater Dandenong Libraries Membership. Online and Limited memberships do not have access to resource sharing.
- Requested items can only be collected from Dandenong and Springvale libraries, Keysborough Community Hub, the Little Library: Menzies Avenue or the Little Library: Douglas Street. Requested items are not transferrable within the Libraries Victoria network.
- State Library Victoria items are exempt from charges but are lent on the condition that they do not leave the borrowing library's premises.



- The loan period for interlibrary loans is three weeks, with the possibility of one renewal. Renewals must be requested before the due date.
- Requests for journal articles should include as much detailed citation as possible (i.e. title, author, pagination, volume, issue, and year).

Greater Dandenong Libraries' Responsibilities






- GDL will endeavor to supply items promptly by processing requests within 3 working days.
- Items will be supplied within a 6-week period. Borrowers will be notified via post, email or SMS once their request is ready for collection at their nominated GDL branch.
- Borrowers will be notified within a 6-week period if an item cannot be supplied via resource sharing. Where email notification is not available, a letter will be sent alerting the borrower that the request was unsuccessful.
- GDL has no control over response times from other libraries.
- Lending policies vary between library services. GDL has no control over lending policies from other library services; however, this does not prevent borrowers from requesting items of interest.



Borrowers' Responsibilities

- Borrowers must adhere to the conditions of lending from responding libraries.
- Borrowers can request one renewal per item by contacting staff at Dandenong or Springvale library. Renewals are granted at the discretion of the lending libraries' loan period.
- Borrowers must return items with the resource sharing barcode card still attached to the item. A fee applies to lost barcodes.
- Damaged/Lost items will incur replacement costs that must be paid for by the borrower. The charge appears as a bill on the borrower's library membership to be paid at a GDL branch. GDL has no control over lending libraries' replacement costs or policies.
- GDL has the discretion to discontinue access to this service if borrowers do not adhere to the *Resource Sharing Guidelines*.

Need more information? – please speak with a friendly Library staff member for further assistance.

<p>Springvale Library Springvale Community Hub, 5 Hillcrest Grove, Springvale</p> <p>Dandenong Library 225 Lonsdale Street, Dandenong</p> <p>Keysborough Community Hub 10 Villiers Road, Keysborough, VIC 3173</p>	<p>📞 1300 630 920</p> <p>@ CGDlibraries@cgd.vic.gov.au</p> <p>📧 libraries.greaterdandenong.vic.gov.au</p> <p>Follow us:  </p> <p>@greaterdandenonglibraries</p>	
<p> TTY: 133 677 Speak and listen: 1300 555 727 Online: relayservice.gov.au</p>	<p> TIS: 13 14 50</p>	<p> Acknowledging Bunurong Country</p>