

Temporary pause on access to Public Libraries Victoria Network resources (Intralibrary loans)
Library Member Frequently Asked Questions (FAQ)

1. What is an intralibrary loan?

An intralibrary loan is an item borrowed from another library service in our shared catalogue. For example: An intralibrary loan is when you place a hold in the catalogue and the resource comes from Mildura Libraries.

2. What will happen to items I currently have on hold from other libraries across Victoria?

Unfortunately, all holds from other libraries across Victoria are now paused. You will not lose your hold or your place in the queue. We are working hard to ensure items get moving again as quickly as possible.

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

Not right now. Holds from Libraries Victoria network have been temporarily suspended. You can still place holds on CCL items.

4. 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.

5. How do I return a loan from another library service?

We can still accept returns from the Libraries Victoria network.

6. When will the service resume?

We expect services to resume in the near future, but members will be updated when we have more news to share.

7. How will I know when the service has resumed?

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