CUSTOMER REQUESTS AND INTERLIBRARY LOANS

Requesting a New Library Item for Purchase

If you can’t find a new item in our library collection you can request us to purchase the item. We are always looking for great resources to add to our collection as long as they are:

• Still in print and available
• Current and suitable for the community
• A reasonable price
• In line with our collection development guidelines.

Unfortunately we are unable to take requests for:

• School or university text books or materials
• Technical or professional material
• Items that are not current and/or out of print

It is helpful if you can provide as much information about the item as possible such as title, author, ISBN, publisher and date.

What Happens After You Submit Your Purchase Request?

If the item is considered for purchase, we’ll reserve it for you and you will receive an email or SMS once it’s available. We ask you to be patient – some items need to be imported, or have not yet been published.

Requesting an Interlibrary Loan

If an item is not in our catalogue or we are unable to purchase the item, we can request it on your behalf from libraries outside of the Cairns region. This is called an “interlibrary loan” and the conditions are slightly different.

• There are a maximum of five requests per library membership at any one time.
• We will endeavour to obtain items for our members from free Australian libraries so no fees are incurred by you.
• We can supply audiobooks for vision impaired or disabled readers.

We are unable to supply:

• DVDs, CDs and Audiobooks unless they are of an educational nature.
• School or academic materials (e.g. textbooks). We will be able to refer you back to your academic institution.

What Happens After You Submit Your Interlibrary Loan Request?

We will place a request for the item and you will receive an email or SMS once it’s available for you to collect. We ask you to be patient as our lending libraries often have to recall the requested item and then send on to us.