



Islington Education Library Service - FAQ

We hope you enjoy using our resources. You are welcome to contact us with individual queries, below are some common questions to support you using our service.

What can I borrow?

We have a large collection of books, artefacts and costumes: resources are selected by us in response to your loan request form. The quantity of items depends your school's subscription agreement. We send up to 2 costumes where available in most loans but contact us if you require more for e.g. assemblies, special events or school productions.

I've forgotten how to order online!

To submit your online loan request, see 'How to submit your online request form' overleaf. The sooner we receive your request the sooner you get your loan for the start of term. Your resources are issued for the whole term but can be changed at half term or any time. We have a driver throughout the term so it's never too late to submit a loan request!

What is this in my box?

Books and artefacts are usually issued separately so the loan may come in more than one box. The box includes a list of all items on loan. Please email/phone if you have queries about resources you have or have not received (sometimes we make mistakes, or you may be thrown by an unusual artefact). We value feedback and want to make your life easier!

Help it's broken!

We want you to enjoy using your resources – the artefacts are meant to be handled. Books sometimes get nibbled or torn. So, if anything gets damaged, don't panic, don't try and mend it. Just return it (and any broken bits) with your other resources.

How do I return my loan?

We will email both you and the school office the collection date. Collections start 1 week before half term and 2 weeks before the end of term. Make sure resources are packed and left in the agreed area by 9am. If you miss the collection just call so we can arrange another pick up.

Can I pick my own resources?

You are welcome to visit us. We are open Monday-Friday (see our website for opening times).

Help and Support

We have lots of suggestions for getting the most out of our collections:

- Hold your **staff meeting** at ELS or invite us to come to you.
- Visit our websites: www.iels.org includes the online request form and searchable catalogue. www.objectlessons.org showcases around 400 objects in our collection.
- Keep up to date on ELS news:    

How to Submit your Online Request Form

Did you know you can submit your ELS loan requests online? Very easy, takes 5 minutes, the details are below:

When describing your topics, just give key words e.g. “WWII; stories from other cultures” or “Starting school; Ourselves; Dinosaurs”. If your topic is obscure, please give more details.

Go to our website www.iels.org

1. Click on ‘**LOAN REQUEST FORM**’ button (top right)
2. You will now be taken to the online request form (see screenshot below) which you just fill in with your details and topics etc.

YOUR DETAILS:

Name:

If submitting for parallel teachers add their names too

Email:

School/Institution:

Insert name and postcode

Year Group:

Reading ages/Ability levels:

LOAN REQUIRED BY & DELIVERY:

dd / mm / yyyy

collect the loan have it delivered

YOUR LOAN:

TOPICS

Please list topics. Some topics have lots of different subject areas eg 'Animals including humans'. Please let us know what you are teaching for your year group

RESOURCES REQUIRED:

BOOKS

DVDs

Extra Fiction/Poetry

Big Books

Dual Language

Languages:

Please state language/s

POSTERS

ARTEFACTS

Please specify any resources or information that you have not already included in the Topic/s section. E.g. quantity, display?

COSTUMES

Please specify

STORY PROPS

Please specify

COMMENTS:

3. Please complete this form and add as much information as possible. Remember to tick the appropriate tick box requirements relating to DVDs; extra fiction / poetry not related to topic; posters and big books. Also tick if you require artefacts, costumes / story props
4. When you have completed your loan request form, make sure you click on “Send your request”.
5. We will send you a confirmation email once we have received your request.