

# Book Club FAQs

## ***The Book Club Kit Collections***

**Q. How many Book Club Kits can we reserve at one time?**

A. Your club may have a maximum of five kits on reserve at any one time but can only borrow two kits at any given time.

**Q. How many Book Club Kits and how many Book Clubs do we have?**

A. As of May 2019, Frankston City Libraries has 193 Kits and 30 Clubs. These figures constantly change as sets are purchased or deleted and clubs are formed or dissolved.

**Q. Who chooses the new titles to be added to the Book Club collection?**

A. Book Club titles are suggested by Book Club members and are then chosen by the Library Collections Team. They are then purchased by the staff and added to the Book Club Collection.

**Q. How does my Book Club recommend titles to be added to the Collection?**

A. New Kits are added to the collection throughout the year. You can suggest titles for purchase via the book club page on the library website.

**Q. Do you have a list of the Book Club Kits I can look at?**

A. The best way to find out what titles are available is to visit our online catalogue which is on our website.

## ***Borrowing Book Club Kits***

**Q. Who can borrow Book Club Kits?**

A. Only holders of a Book Club Co-ordinator Card can reserve and borrow Book Club Kits

**Q. How do I change the PIN on my Book Club Co-ordinator card?**

A. Log into your account with the current PIN. Click on the 'Personal Details' tab, change your PIN and click UPDATE. If you have forgotten your PIN, please see the staff at your local branch.

**Q. How many Book Club Kits can I borrow?**

A. Each Book Club Co-ordinator can have two Book Club Kits on loan at any one time: the kit your club is reading or has just finished reading, and the kit you are about to read.

**Q. Why is the Book Club Kits loan period six weeks?**

A. The six week loan period allows you a little extra time to pick up the Kit before your Book Club meeting and to return it after your meeting, while keeping the Kits turning over and allowing as many Clubs as possible to get the Kit they want to read.



## Book Club FAQs (cont.)

**Q. Am I able to print a list of all the Book Club Kits our club has had in the past?**

A. Yes log into your account on the library website. Click on the 'previous loans' link under the History menu at the bottom of your account and a list of the Kits you've borrowed and the dates they were borrowed and returned will be generated on the screen.

**Q. One of the books issued to us in the Kit has been misplaced or damaged. What should we do next?**

A. If this situation arises, the first thing you should do it come and speak to us! Our staff will be happy to work out a solution with you. Most often the solution is for us to extend the due date to give you time to find the item or to replace or pay for the missing item. An incomplete Kit will not be accepted for return.

It is the Co-ordinator's responsibility to contact the club member who misplaced the book and ask them to look for it and return it to the Co-ordinator.

If the books go missing or are damaged and you haven't returned the Kit on time, the Co-ordinator will receive an overdue notice about the Kit. After two overdue notices have been sent (when the Kit is seven days and then again when it is fourteen days overdue) they will receive a Lost notice (at 28 days) which will include a bill for the cost of the replacement book. The Kit will remain on the Book Club Co-ordinator's card until the matter is resolved.

It is the responsibility of the Book Club Co-ordinator to ensure that all books issued on the Book Club membership card are returned in good condition by the due date.

**Q. It says there are two reservations on the title that I want to borrow for our Book Club. How long will it be until it becomes available?**

A. While we can't predict exactly when a Book Club Kit will be available, a good rule of thumb is that each loan will take 8 weeks. That is the six weeks of the actual loan, plus two weeks courier and collection time. So if there are two reservations on an item, count 16 weeks from the due date showing on the screen and assume that as an approximate available date.

**Q. Can you help us find new members for our Book Club?**

A. Yes. On occasion we are contacted by people wanting to join a book club. Let the staff know at your local library branch and they will refer your enquiry on to the Book Club Officer.

**Q. I want to join a Book Club, can you help me?**

A. Yes. Let staff know at your local library branch and they will refer your interest on to the Book Club Officer who will get in touch.



# Book Club FAQs (cont.)

## Reservation of Book Club Kits

**Q. Why isn't the Book Club Kit I reserved here in time for my meeting? The computer says it was due back three days ago!**

A. A reminder email is sent to the Book Club Co-ordinator who has the Kit on loan before the due date. We rely on Book Clubs to return Kits on time, but if they are returned late the item will not be available for your Book Club to borrow. As soon as the item is returned it will be forwarded to your library branch of choice for you to pick up.

**Q. How can I make sure the Book Club Kit I've ordered is available when I want it?**

A. We rely on Book Clubs to return Kits on time, but if they are returned late the item will not be available for your Book Club to borrow. If the Kit you have requested hasn't come in, you might consider these options:

- Select another title from the Book Club Collection that is currently available and can be collected immediately.
- Bring along current reading: Each member brings along their current reading material and shares it with the group. This is an opportunity to broaden your knowledge of different reading material, learn more about each other and maybe find a new favourite author!
- Borrow books on your personal library card on a selected theme from the library's main fiction collection: A theme such as travel, war, coming of age, etc may be nominated. Each member discusses the material they read related to the theme. This topic lends itself to discussion of social representation, symbolism and comparisons.
- Borrow books on your personal library card in a selected genre from the library's main fiction collection: All members read a book in a certain genre, e.g. historical fiction, fantasy, etc. Our staff can find you some ideas of authors in particular genres.
- Borrow on your personal library card, titles by a selected author from the library's main fiction collection: A different book by the selected author is read by each member of the group. Discussion may relate to biographical influences, themes that run over a number of titles and comparisons of the books.

**Q. When should I reserve the Book Club Kit we want for next month, to make sure it is here when I come in?**

A. We rely on Book Clubs to return Kits on time, but if they are returned late the item will not be available for your Book Club to borrow. We suggest placing your reservation seven to ten days before the date you need to pick it up, to allow time for it to be located and couriered to your pick up library. If the Kit shows as available on the computer, you should make your reservation no more than ten days before you want to pick up the Kit as we can only hold the reservation for ten days.

**Q. I've been contacted by the library, saying that the Kit I have reserved is available, but my Book Club meeting isn't for another two weeks. If I pick it up now, it will be overdue by the time my club has read it and is ready to return it.**

A. When a reserved Kit comes in for you, we hold it for ten days. It may be possible to add a couple of extra days to the hold period for you if the title is not in high demand or to move your reservation further down the queue to collect for a later meeting. Please contact staff for assistance.

## Book Club FAQs (cont.)

**Q. Is the online catalogue accurate about the Book club Kits that are available?**

A. Returns and loans are updated in the catalogue in real time, so the online catalogue will always show the up-to-the-second current status of the Kits.

**Q. How can I find out which Book club Kits are in the collection?**

A. The best way to find out is by checking the library website and there is a link on the Book Clubs page of the website.

**Q. What does it mean when it says a Kit is 'on Reserve Shelf'?**

A. That means it is waiting for a Book Club to pick it up.

**Q. How long will a Book Club Kit take to reach our library?**

A. We run a courier service between our library branches Monday-Friday, so the delivery time should only be two to three business days at most. Of course, if unforeseen circumstances arise, it may take a little longer.

**Q. I am the Book Club Co-ordinator, but will be away on holiday when our next meeting happens, what should I do?**

A. Your Club will need to select someone else to be responsible for picking up and returning your Book Club Kit for that month. Any member of the Club can do this. They just need to bring along the Book Club Co-ordinator's card.

**Q. Are we able to reserve a certain Book Club Kit in advance for a specific month?**

A. While there is no guaranteed way of doing this, one method is:

- **Suspended Reservation:**

After reserving the Kit, sign into your account and click on "Reservations not yet available" and tick the box next to any items you wish to edit and click the "Edit reservation" button. Add a suspension date. Setting a suspension date for your reservation will keep you progressing in the time reservation queue but not complete your reservation request until after the date selected. This will not guarantee the Kit is available for you on that date but it can help manage your reservations.

