

## The Book Club pack collections

**Q. How many book club packs can we reserve at one time?**

A. Your club may have one reservation.

**Q. How many book club packs and how many book clubs do we have?**

A. As of December 2024, Frankston City Libraries has 201 packs and 47 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 link "Suggest Book Club title" on the Book Club page on the library website.

**Q. Do you have a list of the book club packs I can look at?**

A. The best way to find out what titles are available is to visit the Book Club page on the Library website. Under the heading "DIY Book Club", you will find a link to the "Book Club Titles".

## Borrowing book club packs

**Q. Who can borrow book club packs?**

A. Only holders of a Book club Co-ordinator Card can reserve and borrow Book club packs

**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 packs can I borrow?**

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

**Q. Why is the book club pack loan period six weeks?**

A. The six week loan period allows you a little extra time to pick up the pack before your book club meeting and to return it after your meeting, while keeping the packs turning over and allowing as many clubs as possible to get the pack they want to read.

**Q. Am I able to print a list of all the book club packs 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 packs 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 pack has been misplaced or damaged. What should we do next?**

A. If this situation arises, the first thing you should do is 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. (please note a replacement item will incur a processing charge).

An incomplete pack 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 pack on time, the Co-ordinator will receive an overdue notice about the pack. After two overdue notices have been sent (when the pack is seven days overdue, 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 pack 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. 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. On the Book Club page you will find a link to "Start or join a book club". This is for anyone wanting to start their own book club or to join the wait list to be part of an existing book club. Fill in the expression of interest form to let us know what location/time/day would be of interest to you. You may click as many options that suit you.

All our book clubs operate independently, but they do sometimes let us know if they have vacancies that they are wanting to fill. We keep a waiting list of expressions of interest, but we cannot predict when vacancies will arise.

## Reservation of Book club packs

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

A. We suggest placing your reservation on an available pack 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.

**Q. Is the online catalogue accurate about the book club packs 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 packs.

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

A. That means it is allocated to another book club and is waiting for them to pick it up.

**Q. How long will a book club pack 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 pack for that month. Any member of the club can do this. They just need to bring along the book club co-ordinator's card.