

Casey Cardinia Libraries

Home Delivery – Frequently Asked Questions (FAQ's)

What is being delivered in Home Delivery?

We will be delivering your holds that arrive in library and can also send a selection of other items from your home library shelves.

How often can I get a delivery?

We can send you up to 10 items, once every two weeks.

Can I return the library items I already have, or the ones you will send me?

Not at this time. All libraries, including the chutes are closed. We know you will keep them safe until they can be returned.

Can I get items from other library services via Home Delivery?

Not at this stage. All public libraries in Victoria are closed and we are only getting deliveries between Casey Cardinia branches, not from other library services.

What if I want an item that is on shelf at another Casey Cardinia Libraries branch?

Place a hold on it and we will let you know when it is ready to be mailed out.

Why has my hold not yet arrived?

Your hold may not yet have arrive for a number of reasons:

- It may still be on loan – all loans have been extended as libraries can't accept returns at this time
- It may be at another library service and there are no deliveries between library services at present

You will not lose your hold or your place in the queue.

I am not going to be available to receive my holds on certain dates. What can I do to ensure I don't miss out on them?

You can suspend your holds online through the library catalogue of the CCL app, or you can contact the library.

I just want my hold(s) – is that possible?

Yes, but we encourage you to borrow more items as we can't send out too often.

How do I organise to get a mail out?

If you have holds, follow the instructions in the notification you receive when they arrive for collection. For general requests of items, click on Login at the top of the library website, enter your library card and PIN and follow the instructions.

Can I have more than one delivery in a two week period,? What if I pay for the extras?

Not at this time. We may reconsider this in future, depending on the demand for the service.

Can I have more than 10 items sent to me?

10 items is the maximum we can post out. However, you can get another deliver of another 10 items in another two weeks.