

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.

Who can get Home Delivery service?

Members of Casey Cardinia Libraries who live within the City of Casey and Cardinia Shire.

Members with WEB IDs (online membership) will be able to submit a request. Library staff will upgrade them to a library card for borrowing when confirming the delivery, and the library card will be sent with the delivery.

If you are not a Casey Cardinia Libraries member or do not live within area, please contact your local library about their services.

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 currently. 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.

I am a Libraries Victoria (SWIFT) member from another region, will you deliver to me?

Due to postage costs we cannot deliver outside our region - please contact your local library and enquire about their available 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 arrived, due to:

- Being on loan - all loans have been extended as libraries can't accept returns at this time
- Being at another library service - 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 currently. 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 delivery of another 10 items in another two weeks.

Can I change the delivery address after I have confirmed my delivery?

No, we can only send items to the confirmed address. If you need to change your details, please contact the library before you accept the home delivery.

Can Family holds be sent out in the same box?

If they are shelved together and at the same address, and they would fit, we can send in one box - staff would need to check.

If my holds won't fit in one box, can they be added into the box of a family member?

Only if a family member has a box being sent at the same time. Otherwise they will be held over for a fortnight.

Can I have my items delivered to a Post Office Box?

No, deliveries are door to door only.

Can I get items from other library services delivered? (*eg. LibsVic items or inter-library loans*)

Deliveries have stopped between library services, so only Casey Cardinia Libraries items can be delivered.

How is the library quarantining items as the virus can survive several days on plastic and paper?

We have **not** been accepting returns for some time and all items being sent out for deliveries have been quarantined in our libraries for weeks. All staff handling these items are doing so under quarantine guidelines.

The items will be further quarantined in the time it takes for them to be delivered to you. However, if you still have concerns, please quarantine them for a few more days after you receive them.