

## Frequently Asked Questions for *The Little Book Box*

Children can now enjoy home-delivered library books with *The Little Book Box* (TLBB), a brand new pilot initiative by the National Library Board (NLB).

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## [General Information]

### 1. **What is *The Little Book Box*?**

The National Library Board (NLB) is launching a new subscription service, *The Little Book Box*, for a monthly fee of S\$10.70. NLB will curate books for children, targeted at two age groups; ages 4 to 6 and ages 7 to 9. These books will be delivered every month. This pilot service will run for nine (9) months from November 2020 to July 2021.

### 2. **Why is there a need for TLBB?**

The initiative is to provide easier access to physical reading materials for children. This is especially important in a time where factors such as convenience and time affect the ability of families to visit libraries to continue cultivating the essential reading habit. Earlier this year, NLB conducted a survey among patrons to ascertain whether there was demand for such a service. More than 2,000 responses were received and the majority were receptive to this idea.

### 3. **How does the service work?**

Library members can subscribe for this service at <https://go.gov.sg/nlb-the-little-book-box-subscription> to receive a monthly selection of eight (8) English children's books, which include a variety of fiction and non-fiction books. The books span a broad range of children's interests and are catered for two age groups – from 4 to 6 years old and 7 to 9 years old. This pilot service will be capped at 1,000 subscribers and is available on a first-come, first-serve basis.

By subscribing to *The Little Book Box*, families can also enjoy a greater number of reads because the eight (8) books received through the subscription service are an addition to members' current loan quota. For example, basic library members who subscribe to this service can continue to borrow up to sixteen (16) books at any public library.

**4. Who is eligible to sign up for this service?**

All library members can sign up and subscription is not limited by age. Each library member is eligible to sign up for one (1) subscription.

**5. Is there a limit to the number of subscribers NLB can accommodate each month? Will we be put on a waiting list if the service is over-subscribed?**

We can only accommodate up to 1,000 subscribers a month during this pilot. You will be put on a waitlist if the service is over-subscribed and will be notified as soon as the next subscription period becomes available.

(Update: If the waitlist is full, information on the next available subscription period will be posted on our webpage, so please check this page from time to time to sign up: <https://go.gov.sg/nlb-thelittlebookbox>)

**6. Will my subscription be confirmed after I complete the online form?**

An e-mail will be sent to you within three (3) working days to advise you on payment instructions. If the service is over-subscribed, you will be informed that you will be put on a waitlist for the next available subscription period.

**7. What is the subscription period?**

A subscription period of three (3) months is required.

**8. Can I opt to subscribe for one (1) month and pay S\$10.70?**

No. The subscription period is three (3) months and you will need to pay the full subscription fee of S\$32.10.

**9. If the service is over-subscribed, how long do I have to wait to successfully sign up for this service?**

It depends on the overall demand and rate of renewal of subscriptions. NLB will contact you the moment there is an available subscription period.

(Update: If the waitlist is full, information on the next available subscription period will be posted on our webpage, so please check this page from time to time to sign up: <https://go.gov.sg/nlb-thelittlebookbox>).

**10. How do I extend my subscription for another three (3) months?**

After receiving your second subscription bundle, NLB will send you an email to check if you wish to extend your subscription. You have five (5) days to confirm and another two (2) days to complete the payment. This is to provide continuity for the service you have enjoyed. Your slot will be released to the waitlist if we do not receive your confirmation and payment by the due dates.

**11. Can I sign up for a full nine (9) months?**

This is a pilot and we would like as many people to enjoy the service as possible. You should subscribe for the first three (3) months and if you wish to extend the subscription for another three (3) months, please confirm and make the payment by the due dates.

**12. How do I cancel my subscription?**

You may reach NLB at [enquiry@nlb.gov.sg](mailto:enquiry@nlb.gov.sg) to inform us of your cancellation. We are however not able to make a refund.

**13. What is the loan period for these books borrowed?**

The loan duration for books under this subscription service is twenty-one (21) days, excluding delivery time.

**14. Am I able to renew the books for another 21 days?**

No, renewals do not apply to this service.

**15. Why am I not able to renew the books?**

NLB is not able to renew the books as these books have been set aside for a monthly rotation among 1,000 subscribers.

**16. How do I get the list of books borrowed under this subscription service, and their due dates?**

NLB will prepare the books and arrange for their delivery. You will receive an email as well as a notification via the NLB Mobile app, on the list of the eight (8) books borrowed and their due dates. A printed receipt will also be inserted into the box, with the books. Subscribers will also be able to see the details of the books delivered in their NLB accounts (You can check your account via the NLB Mobile app or website).

**17. I am a basic member and am entitled to borrow 16 items. Why do I see a quota of 32 items in the NLB Mobile app?**

Signing up as a subscriber of TLBB will entitle you to an increase of 16 items in your quota. The additional quota of 16 items is reserved for NLB to process the bundles you will be receiving during the subscription period. You will not be able to utilise this quota to borrow books from the library.

**18. Why am I not able to borrow items at the library when the screen on the borrowing station / the NLB Mobile app shows my quota of 32 / 40 items is not maxed out?**

Signing up as a subscriber of TLBB will entitle you to an increase of 16 items in your quota. The additional quota of 16 items is reserved for NLB to process the bundles you will be receiving during the subscription period. You will not be able to utilise this quota to borrow books from the library. If you are a basic member, you will still be entitled to borrow 16 items at the library. A partner member will entitle you to 24 items.

**19. Why are there books borrowed in my account when I did not borrow them?**

To prepare for the delivery of your subscription bundle, NLB will first charge the loan of books into your account before they are delivered. The books will then be delivered within 1-3 days. If you have downloaded the NLB Mobile app, you will receive notifications from the app about these loans made under your account. You will also receive a subsequent e-mail informing you of the books borrowed for the bundle.

**20. Can I still continue to borrow books from the public libraries?**

Yes, you can. In addition to the eight (8) books delivered to you, subscribers who are basic library members can continue to borrow up to sixteen (16) books at any public library.

**21. Will the books be collected back as part of the subscription service or do I have to head down to a library to return the books?**

There is no paid pick-up service for this pilot. Please go to any of the public libraries island-wide to return the books. Overdue fines will be incurred at \$0.15 per book per day for late returns.

**22. Will there be fines incurred if I return the books late?**

Overdue fines will be incurred for late returns. Charges will also be incurred for any lost/damaged books. For detailed information, please refer to the [NLB membership guide](#). Please pay the charges before the next delivery of books.

**23. Will I be able to receive subsequent deliveries if there are outstanding charges in my account?**

You will need to pay the outstanding charges before the next subscription bundle is processed and arranged for delivery. NLB will stop delivering subscription bundles until the fees/charges are paid.

**24. Will this service continue beyond the pilot period?**

Depending on the response to this pilot service, NLB will consider extending/expanding this service beyond July 2021.

## [Information about the selection of books]

**25. Can I request for a change of books if I do not like the selection?**

We are unable to accept requests for an exchange of books. A set of eight (8) books as selected by NLB will be delivered to you each month. Each subscription bundle of eight (8) books is put together by NLB based on a specially curated list of titles chosen to appeal to a broad range of interests among children. We are unable to cater to individual preferences for this service.

**26. Will NLB ensure I don't receive books I have borrowed before?**

The books have been curated especially for the above-listed age groups but NLB cannot guarantee that you/your children might have borrowed them on your/their own before. If your child receives a book that he/she has read before, you may wish to encourage your child to re-read the book to gain a different perspective. NLB will ensure there are no repeated titles in the sets of books you will receive monthly.

**27. Will the curated books also include those in mother tongue languages?**

Only English books would be included for the pilot phase of *The Little Book Box*. We will study the demand for books in mother tongue languages as part of the review of the pilot.

**28. How will NLB ensure that the curated books are suitable for children?**

Our librarians have carefully assessed the booklist to ensure the suitability of content for children. Our librarians are also mindful to select a variety of engaging books that will educate and entertain.

**29. How would librarians take into consideration the preferences of children?**

The books have been selected by librarians to appeal to a broad range of interests across two age bands, 4 to 6 and 7 to 9. Included are fiction & non-fiction titles, and where available, books by Singapore authors. This also exposes the children to different genres and authors.

Subscribers can provide feedback on the recommended books for their children at [enquiry@nlb.gov.sg](mailto:enquiry@nlb.gov.sg).

**30. Will the returned books be 'sanitised' the same way as borrowed books?**

Books from *The Little Book Box* will be set aside for at least 24 hours before being repacked and delivered. Some books will be set aside for a longer period as we have multiple book sets for *The Little Book Box* delivery service.

**31. I have selected the subscription for the 7-9 age group. I found the books too easy/difficult for the child. Can NLB select more titles to better fit the reading level of my child?**

The selection of books is based on the general reading level of children aged 7-9 years old. Hence, there will be a combination of both easier and more advanced books to cater to different reading levels. It is not uncommon for children at this age to read upward and downward their graded reading level. Coupled with the wide range of content of the curated titles, we hope that most children in this age band will enjoy them. Moreover, parents are encouraged to supplement their child's reading by selecting their own books at the public libraries.

**[Information about the delivery]**

**32. What is the difference between the delivery address in the TLBB registration form and the address NLB has in my account?**

The delivery address indicated in the form will be used to deliver the books to the subscriber. NLB will not use this address for library membership account-related matters.

**33. How is NLB managing the delivery?**

NLB has engaged a third-party vendor to deliver the bundle and NLB will share the subscriber's contact details with NLB's third-party vendor for the sole purpose of delivery.

**34. We signed up in early October. When will we get our first bundle?**

Subscribers will start receiving deliveries in November 2020. You will receive an email to inform you that books have been processed and borrowed in your membership account. The bundle will be arranged for our delivery partner to collect and sent to your house.

**35. How will the book delivery be carried out?**

Our delivery partner will collect the bundle from NLB and send it to your house. Our delivery partner will call / text you 1-2 hours in advance to inform you of the delivery.

**36. Can I choose delivery slots? What if no one is at home to receive the books?**

You will not be able to choose delivery slots. Our delivery partner will call / text you two (2) hours before to confirm that there is someone at home to accept the delivery. With your permission, they may also leave the bundle at a suitable location at your delivery address as instructed. Our delivery vendor will make 3 attempts to deliver the bundle to you. Failing which, the delivery will be considered void and NLB will not be able to make another delivery.

NLB will send you an e-mail notifying you of the failed delivery. After which, you will be informed to collect your bundle from the stipulated library within a week from the date of email.

**37. What if I am not at home when the books are delivered?**

Our delivery partner will call/text you 1-2 hours before to confirm that there is someone at home to accept the delivery. With your permission, they may also leave the bundle at a suitable location at your delivery address as instructed. Our delivery vendor will make 3 attempts to deliver the bundle to you. Failing which, the delivery will be considered void and NLB will not be able to make another delivery.

NLB will send you an e-mail notifying you of the failed delivery. After which, you will be informed to collect your bundle from the stipulated library within a week from the date of email.

**38. After collecting my bundle from the stipulated library, will I be able to extend my loan period?**

NLB is not able to extend the loan period as these books have been set aside for a monthly rotation among 1,000 subscribers.

**39. What if the books are damaged during delivery?**

Subscribers should immediately take a photo of the damaged books upon receiving the bundle and write to us at [enquiry@nlb.gov.sg](mailto:enquiry@nlb.gov.sg).

**40. When will I receive the next bundle?**

The next bundle will be delivered about a month later from your first bundle.