

Frequently Asked Questions for The Little Book Box

Children can now have library books delivered to them with The Little Book Box (TLBB), an initiative by the National Library Board (NLB).

[General Information]

1. What is The Little Book Box (TLBB)?

The Little Book Box (TLBB) is a book subscription service targeted at young readers aged four to nine, offering a broad range of genres. The selection is carefully curated by our librarians to suit children's interests and nurture their love for reading.

Each subscription period is for 3 months, and the subscription fee is 32.70 (GST-inclusive) for home delivery or \$26.16 (GST-inclusive) for locker collection.

2. Why did NLB make The Little Book Box a mainstream service?

Spurred by the overwhelming positive response to the pilot, we hope to make reading even more accessible to children across Singapore and to guide them on their reading and learning journeys by offering The Little Book Box as a mainstream service amongst our suite of offerings.

3. How is The Little Book Box different from the pilot phase?

Several enhancements have been made for The Little Book Box.

| No. | Pilot phase | Changes made for The Little Book Box |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Manual registration and payment process requires several interactions between staff and patron before successfully subscribing to the service, every subscription cycle. | An online registration platform has been developed to allow subscribers to register and make payment for the subscription service through debit/credit card options, in one session. |
| 2 | Subscription cycle ends after each 3-month period. Renewal is facilitated manually by staff. | The Little Book Box provides auto renewal subscription as credit card details and consent is sought at point of registration, so that subscribers will continue to enjoy seamless service. |
| 5 | Only Home delivery option is available. | There is an additional option of collecting the books from Pick locker at a cheaper fee. |
| 6 | Beyond the delivery of items being outsourced, the logistics and warehousing is done inhouse. This takes up considerable amount of resources to manage. | The warehousing, logistics and delivery has been outsourced to one contractor to allow for scaling up of subscriptions |

4. Why are the books packed in polmailer bag and not delivered in a box, as described in the name *The Little Book Box*?

Subscribers have given feedback on the use of environmentally sustainable materials instead of carton boxes and we have since replaced it with biodegradable polmailer bag, which is an eco-friendly alternative. We have decided to keep the name of the service as “Box” as it has stuck with many of our loyal subscribers.

5. How to sign up for The Little Book Box?

Library members can subscribe to this service at [Book Delivery Subscription Service](#) to receive a monthly selection of eight (8) 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 service is catered for a limited number of subscribers 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 borrow up to twenty-four (24) books at any public library. Please refer to loan quota summary table in question 22.

6. Who is eligible to sign up for this service?

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

7. 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?

There will be limits based on the package type where more will be available for 4 to 6 years old, based on its higher demand.

There is no waiting list if the service is oversubscribed. However, you can subscribe to the next cycle when the registration period opens.

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

You will be able to subscribe for the next subscription cycle once the registration starts.

| Cycle period | Registration period |
|--------------------------|----------------------------|
| 1 Feb 2024 – 30 Apr 2024 | 16 Nov 2023 – 15 Feb 2024 |
| 1 May 2024 – 31 Jul 2024 | 16 Feb 2024 – 15 May 2024 |
| 1 Aug 2024 – 31 Oct 2024 | 16 May 2024 – 15 Aug 2024 |
| 1 Nov 2024 – 31 Jan 2025 | 16 Aug 2024 – 15 Nov 2024 |

9. Will my subscription be confirmed after I complete the registration?

Subscription is confirmed after completion of registration form and upon receipt of payment. You will also receive a confirmation email for your subscription.

10. What is the subscription period?

Each subscription period is three (3) months.

11. Can I opt to subscribe for one (1) month?

No, the subscription period is three (3) months, and you will need to pay the full subscription fee.

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

You are automatically enrolled for the next subscription cycle with payment deduction from your debit/credit card until you decide to unsubscribe from The Little Book Box.

13. How do I cancel my subscription?

There are 2 ways to cancel your subscription.

- 1) From The Little Book Box information page in NLB Mobile app or NLB website.
- 2) From the unsubscribe link provided in email notifications.

Please note that there will be no refund if payment has already been deducted from your credit/ debit card for the next subscription cycle. You will continue to receive the books for the subscription cycle paid. However, you will then be unsubscribed from the subsequent cycle onwards.

14. Is there a cut-off date to unsubscribe from the service?

Yes, please take note of the cut-off date to unsubscribe in the table below. Otherwise, the subscription is renewed automatically, and no refund will be provided for the subscription fees deducted.

| Last Date to Unsubscribe the Service | Subscription Cycle |
|---------------------------------------------|---------------------------|
| 15 Jan 2024 | 1 Feb 2024 – 30 Apr 2024 |
| 15 Apr 2024 | 1 May 2024 – 31 Jul 2024 |
| 15 Jul 2024 | 1 Aug 2024 – 31 Oct 2024 |
| 15 Oct 2024 | 1 Nov 2024 – 31 Jan 2025 |

Please note that there will be no refund if payment has already been deducted from your credit/ debit card for the next subscription cycle. You will continue to receive the books for the subscription cycle paid. However, you will then be unsubscribed from the subsequent cycle onwards.

15. When will payment be deducted for the next subscription cycle?

Payment will be deducted on the 16th of the month prior to the start of the next subscription cycle.

| Date of Payment Deduction | Subscription Cycle |
|----------------------------------|---------------------------|
| 16 Jan 2024 | 1 Feb 2024 – 30 Apr 2024 |
| 16 Apr 2024 | 1 May 2024 – 31 Jul 2024 |
| 16 Jul 2024 | 1 Aug 2024 – 31 Oct 2024 |
| 16 Oct 2024 | 1 Nov 2024 – 31 Jan 2025 |

Please note that there will be no refund if payment has already been deducted from your credit/ debit card for the next subscription cycle. You will continue to receive the books for the subscription cycle paid. However, you will then be unsubscribed from the subsequent cycle onwards.

16. What happens when payment for the next subscription cycle fails?

An email notification will be sent to inform of the failure, and you will be prompted to make payment before the end of the month, via another debit/credit card.

You will be unsubscribed from the service if no payment is made by the end of the month.

17. How do I change my credit card details?

An email will be sent to alert you of failure to deduct renewal payment, and you will be asked to update your credit card details.

18. What is the loan period for these books borrowed?

The loan duration for books under this subscription service is thirty (30) days, including delivery time.

19. Can I renew the books for another 21 days? If not, why?

No, renewals do not apply to this service. Renewal is not applicable as these books have been set aside for a monthly rotation among subscribers.

20. 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 delivery. You will receive an email with the list of eight (8) books borrowed and their due dates. A printed receipt will also be inserted into the biodegradable polymailer bag with the books. You will also be able to monitor the due dates of the books under this service in your library membership account via the NLB Mobile app or website.

21. I am entitled to borrow 16 items (basic membership) / 24 items (partner membership). Why do I see a quota of 32 / 40 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 that you will receive during the subscription period.

22. 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 1-2 working 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.

23. 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.

24. 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 pick-up service for The Little Book Box. Please return the books at the book drop at any of the public library island-wide. Overdue fines will be incurred at \$0.15 per book per day for late returns.

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

Yes, 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.

26. 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.

[Information about the selection of books]

27. 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.

28. 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.

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

Yes, Mother Tongue Languages are offered from May 2023 subscription cycle. Subscribers can choose to receive either 8 English books or 4 English and 4 books in Mother Tongue Languages.

Example:

Option A: 8 English books

Option B: 4 English and 4 Chinese books

Option C: 4 English and 4 Malay books

Option D: 4 English and 4 Tamil books

30. 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.

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

Librarians have selected fiction and non-fiction books to appeal to a broad range of interests across two age bands, 4 to 6 years old and 7 to 9 years old. The objective is to expose the children to different genres and authors.

Subscribers can provide feedback on the recommended books for their children at enquiry@nlb.gov.sg.

32. 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 service.

- 33. 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 books are selected based on the general reading level of children aged 7-9 years old. It is not uncommon for children at this age to read upward and downward their graded reading level. Hence, there will be a combination of simple and more advanced books to cater to different reading levels. 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 other books at the public libraries.

- 34. I have subscribed for 4-6 years old, but my child is turning 7 years old next year. Can I change the subscription bundle according to his age?**

Yes, please write to enquiry@nlb.gov.sg to request for a change in subscription age group. You will receive an email confirmation on the change in subscription. Please note that the change will take effect in the next subscription cycle.

[Information about delivery]

- 35. How is NLB managing the delivery?**

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

- 36. How will the book delivery be carried out?**

Our vendor will prepare and pack the book bundle at the centralise warehouse and deliver to subscribers' home or to Pick locker stations for subscribers to collect.

For subscribers who have chosen the locker stations option, they will receive a SMS/email notification informing them that their bundle has been deposited and ready for collection.

- 37. If I have chosen home delivery at registration page, can I change to locker delivery for the subsequent cycles, or vice versa?**

As subscribers are enrolled in auto-renewal, the information used for the subsequent deliveries will be based on the point of registration. If you wish to change the delivery mode from home to locker or vice versa, you will have to cancel subscription and register for The Little Book Box again.

- 38. When will we receive our first bundle delivery?**

You will receive an email to inform you that books have been processed and borrowed under your membership account. The bundle will be delivered by our vendor to the indicated address within 1-2 working days upon email notification.

- 39. When will I receive the next bundle?**

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

- 40. 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.

- 41. What should I do if I do not receive books that were charged out to my account, 1 week after receiving the email notification?**

Subscribers are to write in to enquiry@nlb.gov.sg.

- 42. If I can't receive or pick up the bundle due to various reasons, what should I do?**
Subscribers may write in to enquiry@nlb.gov.sg if they know they are unable to receive or pick up the bundle.

[For home delivery]

- 43. What is the difference between the delivery address in the TLBB registration page and the address NLB has in my account?**

The delivery address indicated in the registration page will be used solely for The Little Book Box delivery. The address in your NLB account will remain unchanged for the purpose of other library services.

- 44. Can I choose delivery slots for home delivery option?**

For home delivery services, you will not be able to choose delivery slots. Our vendor will notify within two (2) hours prior to delivery.

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

Our vendor will notify within two (2) hours prior to delivery. Our vendor will contact you to make arrangement for the second delivery attempt if the first delivery fails.

If there is no one to receive the package on the second attempt, you may choose to opt for contactless delivery drop off. However, our vendor will not be held responsible for any losses or damaged to the parcel.

- 46. What happens if I need to change the delivery address for the next subscription cycle?**

You can write in to enquiry@nlb.gov.sg.

[For locker delivery]

- 47. How does locker delivery work? How do subscribers know when and where to go to collect his/her package at the reservation lockers?**

Subscribers can choose to pick up the bundle from a Pick locker station. Subscribers will receive a SMS and email notification informing that the bundle has been deposited and ready for collection from the designated Pick locker chosen at point of registration. A unique collection pin will be sent to the subscriber's mobile number to retrieve the package.

- 48. Where are the Pick locker stations located?**

The lockers are located at heartlands, including HDB blocks, Community Clubs and transport nodes. You can search for the locker location [here](#).

- 49. What are the operating hours of the lockers?**

The Pick locker stations operate 24hrs.

- 50. How do subscribers collect their package?**

To collect the package, subscribers will have to click on Collect icon and key in the collection pin sent via SMS. After entering the pin, a locker will pop up to allow subscriber to pick up the package.

51. How long is the window period to pick up the bundle from the designated locker?

You will have 3 days, from the point of receiving email/SMS notification, to pick up the parcel from the designated locker.

52. What happens when I did not pick up the package from locker in time?

You will receive 3 reminder notifications to pick up the package. If package is not picked up within collection period, it will be sent back to the library.

Vendor will deliver the package together with subsequent month's bundle and there will be no extension of due date.

53. Can I choose another locker collection point for subsequent subscription?

As subscribers are enrolled in auto-renewal, the information used for the subsequent deliveries will be based on the point of registration. If you wish to change the locker collection point, please write in to enquiry@nlb.gov.sg.

[Delivery of reserved library materials to users]

54. Does NLB presently offer other types of delivery service options to its patrons?

NLB offers different delivery services to cater to the needs of the community. Example:

- 1) Project Deliver Me is a volunteer-supported book-delivery service which serves patrons who are physically challenged and have difficulties accessing the libraries.
 - I. For enquiries about Project Deliver Me, please write to enquiry@nlb.gov.sg.
 - II. Applications for Project Deliver Me will be assessed on a case-by-case basis
- 2) Read@Community provides free delivery and collection of items to preschools and non-profit organisations. For more information, please contact NLB at enquiry@nlb.gov.sg.