

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).

[Pause in Service: November – December 2024]

1. Why is there a pause in subscription service?

Due to enhancements to our service, TLBB deliveries will pause in November and December 2024.

2. Will I be charged a subscription fee during this period?

No, subscribers will not be charged for the months, November – December 2024.

3. Will the pause in service affect my subscription status?

No, subscription status is retained. When the registration period for Jan 2025 cycle opens, auto-renewal will be triggered.

During this period, subscribers may utilise the [Borrow-n-Deliver](#) service where library members may be able to select up to four available library items from the [NLB Catalogue](#) to be delivered to their doorstep(s) for a fee.

[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 18 months to nine years old, offering a broad range of genres. The package for children aged 18 months to 3 years old is a new addition to be offered from January 2024. 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. 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. Subscribers of *The Little Book Box* will enjoy a greater number of reads as the curated packages are in addition to members' current loan quota.

The books span a broad range of children's interests and are catered for different age groups up to 9 years old. This service is catered for a limited number of subscribers on a first-come, first-serve basis.

3. 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 is a limit to the number of subscribers per package type. While there is no waiting list, you may subscribe for the next cycle when the registration period opens.

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

Subscription is on a first-come-first serve basis when slots for the next cycle become available.

Cycle period	Registration period
1 Jan 2025 – 31 Mar 2025	16 Nov 2024 – 15 Jan 2025
1 Apr 2025 – 30 Jun 2025	16 Jan 2025 – 15 Apr 2025
1 Jul 2025 – 30 Sep 2025	16 Apr 2025 – 15 Jul 2025
1 Oct 2025 – 31 Dec 2025	16 Jul 2025 – 15 Oct 2025

5. How will I know if my subscription is confirmed?

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

6. What is the subscription period?

Each subscription period is three (3) months.

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

No, the subscription period is three (3) months, and payment of full subscription fee is immediate upon registration.

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

Current subscribers are automatically enrolled for the next subscription cycle subjected to successful payment deduction from the debit/credit card provided.

9. 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	New Subscription Cycle
16 Dec 2024	1 Jan 2025 – 31 Mar 2025
16 Mar 2025	1 Apr 2025 – 30 Jun 2025
16 Jun 2025	1 Jul 2025 – 30 Sep 2025
16 Sep 2025	1 Oct 2025 – 31 Dec 2025

Please note that there will be no refund if payment has already been deducted for the next subscription cycle. You will continue to receive the books for the subscription cycle paid. Subscribers may unsubscribe for the subsequent cycle prior to payment deduction,

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

An email notification will be sent to inform of the failure, and payment must be made before the end of the month, via another debit/credit card, to continue enjoying the TLBB service.

Subscription will cease if no payment is made by the end of the month.

11. How do I update my credit card details?

An email will be sent to alert on failure to deduct renewal payment, and subscriber will be asked to update credit card details.

12. 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 Dec 2024	1 Jan 2025 – 31 Mar 2025
15 Mar 2025	1 Apr 2025 – 30 Jun 2025
15 Jun 2025	1 Jul 2025 – 30 Sep 2025
15 Sep 2025	1 Oct 2025 – 31 Dec 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.

- 13. Will there be any changes to the subscription fees when the service resumes?**
At present, subscription fees remain unchanged.
- 14. Can I renew the books or extend the loan duration of my TLBB books?**
No, renewals are not applicable for this service. Loan duration for TLBB packages are fixed and subscribers will enjoy a 21-day loan period.
- 15. 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. Subscribers 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 polmailer bag with the books. Subscribers may also monitor the due dates of the books under this service via the NLB Mobile app or website.
- 16. Where do I return the TLBB books to?**
Please return the books through the Bookdrop at any of the public libraries island-wide.
- 17. Will there be fines incurred if I return the books late?**
Yes, overdue fines will be incurred at \$0.15 per book per day for late returns. Charges will also be incurred for any lost/damaged books. For detailed information on charges and payment, please refer [here](#).
- 18. 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 resume the delivery of subscription bundles after the fees/charges are paid.

[Information about the selection of books]

- 19. 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 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.

20. Will NLB ensure that I do not receive books borrowed previously from the public libraries?

The books have been curated especially for the above-listed age groups but NLB cannot guarantee that you/your children may 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 through the TLBB subscription.

21. 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

22. 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.

23. 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 according to age bands. 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.

24. 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.

25. 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]

26. 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.

27. How will the book delivery be carried out?

Our vendor will deliver the package to subscribers' home or to 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.

28. 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.

29. 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 3-4 working days upon email notification.

30. When will I receive the next bundle?

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

31. 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 within 3 days at enquiry@nlb.gov.sg with their library membership details.

32. What if there is a discrepancy with the email receipt of books borrowed and the physical items?

Subscribers are to write in to us within 3 days at enquiry@nlb.gov.sg with their library membership details.

33. 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 with their library membership details.

34. If I am unable to receive or pick up the bundle due to various reasons, what should I do?

Subscribers are required to write in minimally a month in advance to enquiry@nlb.gov.sg if they know they are unable to receive or pick up the bundle. Alternative arrangement for delivery within the period of subscription cycle is subjected to approval.

35. What should I do if I have any questions not covered in this FAQ?

You can write to us at enquiry@nlb.gov.sg.