



# Book Groups

# Handbook

# 2019

*Your guide to running a successful CAE Book Group*

# Contents

<b>CAE Book Groups Overview .....</b>	<b>1</b>
Book Groups: At a Glance .....	1
Handling Your Book Boxes .....	1
Enrolment Process .....	1
Book Selections.....	1
Contact Details.....	1
<b>Secretary Responsibilities .....</b>	<b>2</b>
Record-keeping.....	2
Before the meeting .....	2
Handling the boxes .....	2
Outstanding boxes .....	2
New members and enquiries .....	2
<b>Member Responsibilities.....</b>	<b>2</b>
Returning late books.....	2
Lost or damaged books .....	2
<b>Deliveries and Returns .....</b>	<b>3</b>
Returns by Courier Service .....	3
Returns by Australia Post .....	3
<b>The Selections Card .....</b>	<b>4</b>
Side 1: Filling in Group Details.....	4
Side 2: Book Selections and Meeting Dates .....	5
Book Selections.....	5
Previous Book Selections: Checking Past Choices.....	6
Meeting Dates .....	7
<b>Forms and Paperwork .....</b>	<b>8</b>
Enrolment Checklist .....	8
Selections Record Sheet.....	9
Member Records .....	10

# CAE Book Groups Overview

## Book Groups: At a Glance

- Groups choose to have either **11, 9 or 6 meetings** each year
- Groups must have a minimum of 8 and a maximum of 15 members
- Keep track of correspondence and advise members of any important information
- Monitor enrolments and ensure that everyone has paid their fees before receiving their books

## Handling Your Book Boxes

- Boxes arrive **one week before** each meeting and should be returned promptly **within one week**
- A group should not hold more than two boxes at a time
- Boxes should be returned complete, with the same number of books as when received
- Keep records of which member takes which book, to track returns and in case of loss or damage
- Check that the books are returned in the correct box, and the box label matches the book labels

## Enrolment Process

- Re-enrolments for the following year should be completed before **31 January 2019**.
- Existing members are sent their enrolment information and can enrol by mail or over the phone
- Group payments can be made by mailing all enrolment forms and payments together
- New members can enrol over the phone or by mailing an enrolment form
- New members joining late in the year receive a pro-rata fee provided by CAE Book Groups
- Concession fees: a copy of the relevant concession card must be attached to the form or email

## Book Selections

- Groups are sent a Selections Card that must be returned by **30 November 2018**.
- Secretaries must complete the Secretary details and delivery and group information
- Book selections can be chosen in either priority order or in no particular order
- Use the 2019 version of the Book Groups catalogue, *Dialogue*, to make your book selections
- Provide enough selections to match your number of meetings
- Double check selections – ensure Box Numbers match the titles required
- Fill in Meeting Dates: for your convenience, we provide a calendar with each Selections Card

## Contact Details

Need some help? If you have any questions, please feel free to contact us on the details below.

### For Book Group enrolment enquiries

#### Customer Service

Phone: 03 9652 0611

Email: [enquiries@cae.edu.au](mailto:enquiries@cae.edu.au)

Level 2 / 253 Flinders Lane

Melbourne VIC 3000

### For specific Book Group enquiries

#### CAE Book Groups

Phone: 03 9652 0611

Email: [bookgroups@cae.edu.au](mailto:bookgroups@cae.edu.au)

Level 2 / 253 Flinders Lane

Melbourne VIC 3000

# Secretary Responsibilities

## Record-keeping

- Record book selections and meeting dates for the year
- Ensure members have paid their fees
- Handle the group's correspondence and alert members to any important information
- Notify CAE Book Groups of any changes to Secretary, meeting dates, or the number of members

## Before the meeting

If you have not received the box one week before your next meeting, please contact us immediately.

## Handling the boxes

- Check that the contents of the box match the packing slip and notify us of any discrepancies
- Record who receives each book using the *Helping You Keep Track of Materials* form. This is your record of which member is liable for the replacement costs of lost or damaged materials.
- Members should return books at or before discussions, or you may need to 'chase them up'.
- Carefully pack and securely tie each box before returning it. The lid should fit snugly to the box.
- Return the box promptly within one week of the discussion meeting.

## Outstanding boxes

Your group should not hold more than two boxes at any one time. If your group has multiple boxes, it is time to send one back. We will not send a new box until we have received those outstanding.

## New members and enquiries

Prospective members can come to one discussion meeting free of charge to meet the group. It is important that the potential new member and your group feel comfortable with each other.

New members should contact us for the pro-rata fee for year's remaining books and meetings

# Member Responsibilities

- Know the name and ZZ code of your group, and the number of meetings your group is having
- Let your Secretary know if you pay CAE directly, either over the phone, or by mailing a form
- Record the copy number of the book that you receive, and mark it off the list on return.
- Return books at or before the discussion meeting.

## Returning late books

- Once the discussion meeting is over, we need every copy back without delay.
- If you are unable to return the book to the Secretary at or before the meeting, you can post it directly to us at CAE Book Groups, C/ Kings, 100 Henderson Road, Rowville VIC 3178.
- Accompany late items with your group name and ZZ-code so that our records show that your group has returned them. Remember, our records go by the name of your group, not by your own name.

## Lost or damaged books

If a book in your care has been lost or damaged, please contact us for the total replacement cost (book replacement cost + \$3 admin and covering fee). Do not buy a replacement copy yourself—we cannot accept copies that you purchase.

## Deliveries and Returns

If you have not received a box one week before your next meeting, please contact us so that we have enough time to organise a replacement. If your group decides to bring a meeting date forward, please advise us at least one week before the new meeting date.

### *Do I have to pay for delivery or return?*

No! Your fees cover delivery and return by either courier or post, and there is no additional cost for your regular monthly box. If a courier or Australia Post representative suggests that payment is due for delivery or return freight, do not pay. We will resolve this for you: get a contact name and phone number, and ring us.

### *Can we send a box back if we change our minds?*

If your box of books arrives for your meeting, and your group decides they do not want to read it after all, we can arrange to send a replacement. This will incur a change-over fee of \$25.00 (GST inclusive) to cover the double freight and admin costs incurred. In this case, simply return the box in the usual way and we will organise an invoice for the payment—you do not have to pay the courier or Australia Post representative.

### Returns by Courier Service

Groups in the Melbourne metropolitan area are serviced by our couriers, Amalgamated Distribution. The boxes are delivered directly to your address, and you arrange the pick-up from your address.

- Check that the **box-set number** on the side of the box is the same as the box-set number on the title page of the book.
- Close the box lid snugly and tie it shut with the green string provided.
- There is a **reply-paid label** inside every box. Sticky-tape this onto the outside of the lid of the box, covering up your own address details.
- Phone the courier service on **9269 7000** (the number printed on the reply-paid label). Tell the operator you have a CAE box-set for pick-up, and quote the account code '**CENTS**' and your address.

### Returns by Australia Post

Regional Victoria and Interstate groups are serviced by Australia Post. Depending on your local post office, the box will either be delivered to your address or you will receive a card asking you to collect the box from the post office.

- Check that the **box-set number** on the side of the box is the same as the box-set number on the title page of the book.
- Close the box lid snugly and tie it shut with the green string provided.
- There is a **reply-paid label** inside every box. Sticky-tape this onto the outside of the lid of the box, covering up your own address details.
- Take the box to your local Post Office for return to CAE.

# The Selections Card

## Side 1: Filling in Group Details

On side one of the Selections Card you will fill out your Group Details. Please use blue or black ink only and write clearly. Do not write in the shaded area marked for office use only. Please check this information carefully, as it will determine your delivery and group details.



### CAE Book Groups Selection Card

Please fill out both sides of this  
card in clear block letters.  
Do not write in Office Use section

Number of Members: _____	
Meeting Week:	1 <sup>st</sup> 2 <sup>nd</sup> 3 <sup>rd</sup> 4 <sup>th</sup> 5 <sup>th</sup>
Meeting Day:	Mon Tue Wed Thu Fri Sat Sun
Meeting Time:	_____ AM / PM
Large Print Required:	1 2 3 4 5
Age Range:	_____
Membership:	Female / Male / Mixed
Refer New Members?:	Yes / No
Office Use Only	VIC / INT Date received:
Local / Non Local / Remote	Meetings: 6 9 11
Top	1st Key 2nd Key Dates

Group Secretary Details	
Name: _____	
Phone: ( ) _____	Mobile: _____
Email: _____	
Address: _____	
Delivery Address: (if different from Secretary's address) _____	
Special Delivery Instructions: _____	

**Number of Members:** The number of people you expect for the year (including the Secretary); must be a minimum of 8 members and a maximum of 15. Note: only paid members can receive a book.

**Meeting Week, Day and Time:** e.g. the 3rd Friday of each month.

Meeting Week:	1st	2nd	3rd	4th	5th		
Day:	Mon	Tue	Wed	Thu	Fri	Sat	Sun

**Large Print copies required:** We have a limited number of large print titles available; please refer to the Large Print Index in the latest edition of *Dialogue*. Alternatively, members requiring large print are encouraged to sign up for our complementary eBook service.

**Membership Details: Age Range, Female/Male/Mixed?** For statistical use, this is to give us an indication of the age range and make-up of your group. This information also helps us if we refer new members to your group.

**Refer new members?** Please circle 'Yes' if you want to have new members referred to you in the coming year. Potential members will be given your contact details and may contact you directly to discuss your group. New members are entitled to come along to one complimentary discussion meeting to make sure that the group and the new member are comfortable with each other. Please ensure you have recorded the new member's contact details before handing them a book.

**Group Secretary Details:** Fill in the Secretary's contact details for the year.

**Delivery Address (if different to secretary's address):** This address must present no difficulties for delivery. Locked security gates or addresses for 'particular days only' are unsuitable.

**Special Delivery Instructions:** Specific instructions for box delivery, e.g. 'Please leave on front porch'.

## Side 2: Book Selections and Meeting Dates

On side two of the Selections Card you will fill out your group's book selections and meeting dates. Please use blue or black ink only and write clearly. Do not write in the shaded areas that are marked for office use only.

Group Name						Group Code					
<b>Book Selections</b> Please choose to receive your books in either: <input type="checkbox"/> priority order from 1-30 or <input type="checkbox"/> no particular order						If you're having... 11 meetings - provide 30 selections 9 meetings - provide 22 selections 6 meetings - provide 15 selections					
						Meeting Dates		Office use only			
						Handout Date	Discussion Date	Date	Box	Set	
1	B	11	B	21	B		Feb				
2	B	12	B	22	B	Feb	Mar				
3	B	13	B	23	B	Mar	Apr				
4	B	14	B	24	B	Apr	May				
5	B	15	B	25	B	May	Jun				
6	B	16	B	26	B	Jun	Jul				
7	B	17	B	27	B	Jul	Aug				
8	B	18	B	28	B	Aug	Sep				
9	B	19	B	29	B	Sep	Oct				
10	B	20	B	30	B	Oct	Nov				
						Nov	Dec				
						Dec	Feb				

## Book Selections

Take your time selecting titles, as this is a major factor in the success of your group. The range of your selections will influence the diversity of your reading. Our staff are happy to help if you get stuck!

<b>Book Selections</b> Please choose to receive your books in either: <input type="checkbox"/> priority order from 1-30 or <input type="checkbox"/> no particular order
---

Please choose to receive your books in either:

- **priority order from 1-30:** we endeavour to send higher priorities before lower ones
- **[or] no particular order:** the box could come from anywhere in your selections list, in any order

If you're having... 11 meetings - provide 30 selections 9 meetings - provide 22 selections 6 meetings - provide 15 selections
--

**Number of selections:** Your number of selections depends on your number of meetings. This is to ensure that we always have a title available to send to your group.

For **11 meetings** - provide **30 selections**

For **9 meetings** - provide **22 selections**

For **6 meetings** - provide **15 selections**

## Making Your Book Selections

We will only send your group a book that is listed on your Selections Card.

Please use the Box Numbers listed in the book catalogue, *Dialogue*, to make your book choices. Remember that we only have the Box Numbers that you send us, so please check carefully that these match your intended titles. You can use the Selections Record Sheet to double check your final list.

If the box number on the Selections Card that you send us is incorrect, your group will receive a box it did not intend to choose. We are happy to replace a box under these circumstances, but this will incur a **change-over fee of \$25.00** (GST inclusive) to cover the double freight and admin costs incurred.

**2-month boxes:** Some of the larger titles are recommended as '2-month boxes', so if you would like more time to read these please contact us, otherwise we will send you out the box as normal.

**Return boxes promptly:** The more titles we have available, the more we have to send out to all our groups. Please return boxes promptly within the week following your discussion meeting.

**Outstanding boxes:** Your group should not hold more than 2 boxes at any one time. If your group has multiple boxes, you will not be sent a new box until we have received those outstanding.

### Using the Book Catalogue, Dialogue



The book catalogue is updated each year, and the latest version will be sent out to your group. It is also available to view and download online.

*Dialogue* titles are specially chosen by our passionate Book Groups staff for their ability to create a stimulating discussion, and for their diversity in theme and genre.

The description, theme icon, year published, and number of pages will help you to vary the selections you choose.

Remember, the **Box Number** is what you write on your selections card and is what we go by when sending your boxes, so **please check this carefully against your desired titles.**

### Previous Book Selections: Checking Past Choices

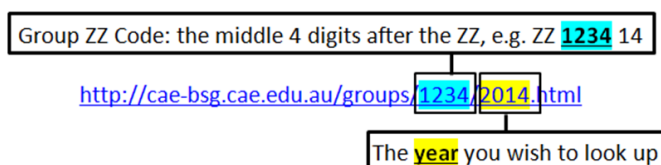
We check for duplicates on titles received by your group in the past **five years only**. We are not able to monitor your choices prior to this, so please check your list carefully.

**There is a website for your group where you can see:**

- The selections list of titles your group submitted for the current year
- The titles your group has received month by month
- A record of each group's previous years going back as far as 1996

<http://cae-bsg.cae.edu.au/groups/1234/2019.html>

Follow the link above, adjusting the numbers for your **group ZZ code** and the **year** you wish to look up.





## Meeting Dates

Please remember to specify both the Handout Date and the Discussion Date for each meeting. If your group is meeting on an alternative date for a particular month, for example because of a public holiday, make sure that you indicate this.

We provide a calendar of the coming year with the selections card which you can use to find the dates you need. Public holidays for each state are also listed here. The CAE Book Groups warehouse is closed in January for stocktake purposes. Please note that we do not despatch boxes for January meetings.

### Groups with 11 meetings

Re-enrolling 11 meeting groups will receive their first book for handout in February, when they would be meeting to discuss their last book from the previous calendar year.

### Groups with 6 or 9 meetings

Re-enrolling 9 and 6 meeting groups will receive their first book for handout in February, for a first discussion meeting in March. This assumes that the group will meet in February simply to hand out the first book.

### Groups with 6 meetings

The meetings can either be set for a straight 6-month block or two 3-month blocks.

Here is an example of a typical calendar for an 11-month group:

Handout in...		Discuss in...
11 <sup>th</sup> book for 2018	Dec 2018	Feb 2019
1 <sup>st</sup> book for 2019	Feb 2019	Mar
2 <sup>nd</sup> book for 2019	Mar	Apr
3 <sup>rd</sup> book for 2019	Apr	May
4 <sup>th</sup> book for 2019	May	Jun
5 <sup>th</sup> book for 2019	Jun	Jul
6 <sup>th</sup> book for 2019	Jul	Aug
7 <sup>th</sup> book for 2019	Aug	Sep
8 <sup>th</sup> book for 2019	Sep	Oct
9 <sup>th</sup> book for 2019	Oct	Nov
10 <sup>th</sup> book for 2019	Nov	Dec
11 <sup>th</sup> book for 2019	Dec 2019	Feb 2020

**Handout Dates**  
7-10 days before meeting date, you will receive a box of books for **handout** to group.

Re-enrolling 11-meeting groups will have the **December book** to discuss and return at the February meeting.

Re-enrolment information and new Dialogue sent to groups.

**Discussion Dates**  
**Discuss** the previous month's handout. Members **return their books**.

Secretary returns the completed box to CAE within one week of the discussion date.

Send next year's selection card by 1<sup>st</sup> December 2019.

Groups should complete the re-enrolment process between 1<sup>st</sup> Nov 2019 and 1<sup>st</sup> Feb 2020.

# Forms and Paperwork

## Enrolment Checklist

Item	Action	Completed
<b>Selections Card</b>	Fill out the correct <b>Secretary Details</b> .	
	Check that the <b>box numbers</b> match the chosen <b>titles</b> - this is very important!	
	Keep a record of your choices on the <i>Selections Record Sheet</i> (p.9).	
	Select the required <b>number of titles</b> : 30 for 11 meetings, 22 for 9 meetings, 15 for 6 meetings.	
	Enter and double check the <b>Handout</b> and <b>Discussion</b> Meeting Dates.	
<b>Enrolments</b>	Record member names and payments on the <i>Member Records</i> sheet (p.10).	
	For group enrolments, check that you have cheque(s), money orders, credit card details etc. to cover correct cost for your fees.	
	You have enrolment forms for all group members with all details correctly filled in.	
	Check that photocopies of <b>concession cards, senior's cards, or full-time student cards</b> are attached to enrolment forms where applicable.	
	For paper enrolments, ensure that cheques are signed, and credit card details are complete, including expiry date and CVC number.	
<b>Existing groups re-enrolling</b> <b>New groups enrolling for the first time</b>	Return the group's re-enrolment material and selection card to CAE by 30 November 2018.	
	Return the enrolment material to CAE before 1 February 2019.	

## Selections Record Sheet

Choices	Box No.	Title	Selected by
1	B		
2	B		
3	B		
4	B		
5	B		
6	B		
7	B		
8	B		
9	B		
10	B		
11	B		
12	B		
13	B		
14	B		
15	B	<i>Groups having 6 meetings need to make at least 15 book selections</i>	
16	B		
17	B		
18	B		
19	B		
20	B		
21	B		
22	B	<i>Groups having 9 meetings need to make at least 22 book selections</i>	
23	B		
24	B		
25	B		
26	B		
27	B		
28	B		
29	B		
30	B	<i>Groups having 11 meetings need to make 30 book selections</i>	

## Member Records

You may find it useful to use this sheet to keep a record of members in your group. You can fill it in and keep it from year to year.

Please ask members who enrol online or directly with CAE to let you know once they have paid so that you can record their details. This way, you can easily match up your records to ours later in the year.

Online enrolment is instantaneous, and therefore is the quickest way to re-enrol. If you choose to post your group enrolments, we prefer to receive the enrolment forms together.

Individual enrolments are also welcome by post, but please note that there may be a delay in processing.

Member's Name	Payment to Secretary OR to CAE direct	Paid by cash/ cheque/ credit card	Amount Paid
1.			\$
2.			\$
3.			\$
4.			\$
5.			\$
6.			\$
7.			\$
8. <i>(Minimum number of group members is 8)</i>			\$
9.			\$
10.			\$
11.			\$
12.			\$
13.			\$
14.			\$
15.			\$
\$			