



Book Groups Handbook

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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 6 and a maximum of 15 members.
- Groups keep track of correspondence and also advise members of important information.
- Groups monitor enrolments and ensure that everyone has paid their fees before receiving books.

Handling Your Book Boxes

- Boxes arrive 1 week before each meeting and should be returned promptly within 1 week after the meeting.
- Groups should not hold more than 2 boxes at a time.
- Boxes should be returned complete, with the same number of books as when received.
- Groups record which members take which book, to track returns and in case of loss or damage.
- Check that 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 by January.
- Existing members are sent enrolment information and can enrol by post, email or phone.
- Group payments can be made by mailing all enrolment forms and payments together.
- New members can enrol by phone or post or emailing 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 November each year.
- Secretaries must complete Secretary details plus delivery and group information.
- Book selections can be chosen in either Priority order or Random, in no particular order.
- Use our Book Groups catalogue *Dialogue* or else our online catalogue Book Groups Online <https://bgonline.cae.edu.au/> to make your selections.
- Provide enough selections to match your number of meetings.
- Double-check selections by ensuring that the book box numbers match the titles required.
- Fill in meeting dates. For your convenience, we provide a calendar with each Selections Card.

Contact Details

Need help? If you have questions, please contact us:

For any Book Group enrolment enquiries

Customer Service

Phone: 03 9652 0620

Email: enquiries@cae.edu.au

Level 2 / 253 Flinders Lane

Melbourne VIC 3000

For other Book Group enquiries

CAE Book Groups

Phone: 03 9652 0620

Email: 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 1 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 the years 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/o Compu-Stor, 32-38 Burns Rd, Altona VIC 3018.
- 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 + \$5 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 1 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, Compu-Stor. The boxes are delivered to your nominated group delivery address, and you arrange the pick-up from that address.

- Close the box lid and tie it shut with the cable ties provided.
- There should be 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.
- Email the courier service CAE@compustor.com.au (printed on the reply-paid label). Explain that you have a CAE box-set for pick-up, and quote your group's contact 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.

- Close the box lid and tie it shut with the cable ties provided.
- There is a barcoded address label inside every box. Attach 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.

Book Groups Online

Your first option for checking and entering book selections and meeting dates should be Book Groups Online <https://bgonline.cae.edu.au/>. Secretaries are provided with login details. There is a separate handbook for accessing Book Groups Online which can be found online at <https://www.cae.edu.au/book-groups/secretary-resources/>

Please contact us if you have just started a new group or not yet received your login details.

For more details on Book Groups online – see page 13.

The Selections Card

If you would prefer not to use Book Groups Online, please request a hard copy catalogue which will also include a selection 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 st 2 nd 3 rd 4 th 5 th
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 6 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? This is for internal use only, to give us an indication of the age range and composition of groups. It also helps to refer new members to your group, if you have indicated that you are open to new members.

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				
Book Selections				If you're having...		Meeting Dates		Office use only		
Please choose to receive your books in either: <input type="checkbox"/> priority order from 1-30 or <input type="checkbox"/> no particular order				11 meetings - provide 30 selections 9 meetings - provide 22 selections 6 meetings - provide 15 selections		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!

Book Selections 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 returned to our warehouse, the more we have to send out to other 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 our Book Catalogue, **Dialogue**



We update our book catalogue each year, and the latest version will be sent to your group. It is also available to view and download online.

Dialogue titles are specially chosen by our Book Groups staff to create stimulating discussion, and for diversity of 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 preferred titles.

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 (e.g. because of a public holiday), make sure 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 th book for 2018	Dec 2018	Feb 2019
	1 st book for 2019	Feb 2019	Mar
	2 nd book for 2019	Mar	Apr
	3 rd book for 2019	Apr	May
	4 th book for 2019	May	Jun
	5 th book for 2019	Jun	Jul
	6 th book for 2019	Jul	Aug
	7 th book for 2019	Aug	Sep
	8 th book for 2019	Sep	Oct
	9 th book for 2019	Oct	Nov
	10 th book for 2019	Nov	Dec
	11 th 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 1 week of the discussion date.

Send next year's selection card by 1st December.

Groups should complete the re-enrolment process between 1st Nov and 1st Feb.

Forms and Paperwork

Enrolment Checklist

Item	Action	Completed
Selections Card	Fill out the correct Secretary Details.	
	Check that the box numbers match the chosen titles - this is very important!	
	Keep a record of your choices on the <i>Selections Record Sheet</i> (p.9).	
	Select the required number of titles: 30 for 11 meetings, 22 for 9 meetings, 15 for 6 meetings.	
	Enter and double check the Handout and Discussion Meeting Dates.	
Enrolments	Record member names and payments on the <i>Member Records</i> sheet.	
	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 concession cards, senior's cards, or full-time student cards 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.	
Existing groups re-enrolling New groups enrolling for the first time	Return the group's re-enrolment material and selection card to CAE by 30 th November.	
	Return the enrolment material to CAE before 31 st January the following year.	

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 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.

If you choose to post or email 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. <i>(Minimum number of group members is 6)</i>			\$
7.			\$
8.			\$
9.			\$
10.			\$
11.			\$
12.			\$
13.			\$
14.			\$
15.			\$
\$			

CAE Book Groups Online

Book Groups: at a glance

- Book Groups Online is the online portal for entering selections and meeting dates, updating secretary details, and checking group information.
- Secretaries are all provided with a username and password.
- Only secretaries can add or change selections and dates. Members will be able to view this information only.

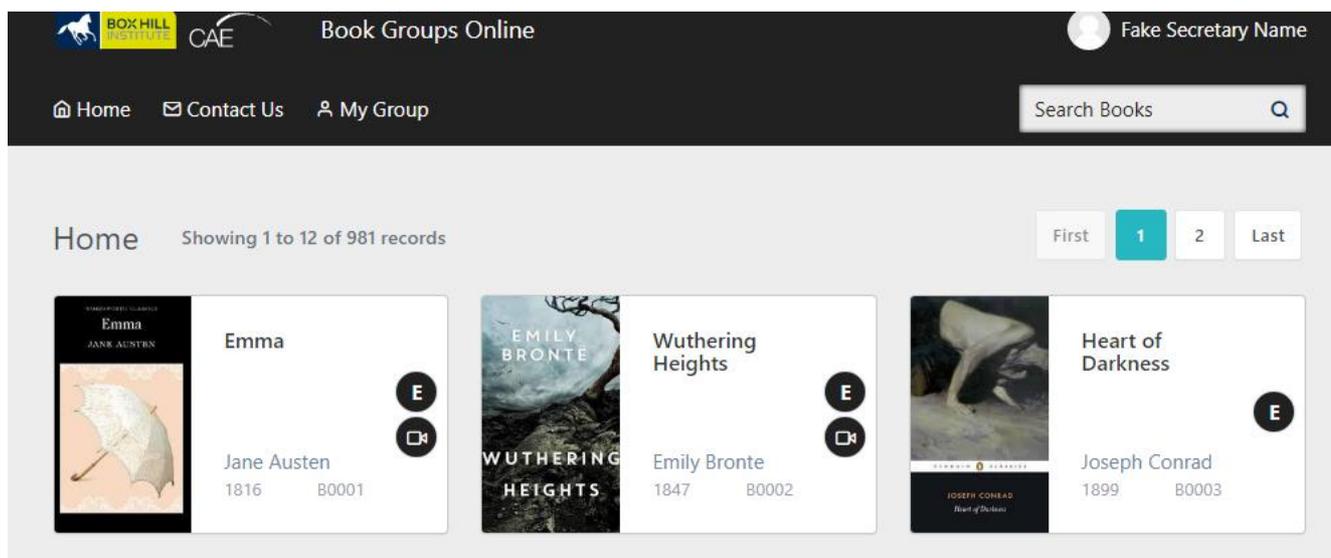
When you login

Book Groups Online can be accessed in Google Chrome, Mozilla Firefox or Microsoft Edge. Your login details are the **email you have provided to CAE** and **password**. If you haven't registered, follow these steps:

Here is the link:

<https://bgonline.cae.edu.au/>

You will be presented with the following screen:



The screenshot shows the 'Book Groups Online' website interface. At the top, there is a navigation bar with the Box Hill Institute and CAE logos, the title 'Book Groups Online', and a user profile icon labeled 'Fake Secretary Name'. Below the navigation bar are links for 'Home', 'Contact Us', and 'My Group', along with a search bar labeled 'Search Books'. The main content area displays 'Home' and 'Showing 1 to 12 of 981 records'. There are pagination controls for 'First', '1', '2', and 'Last'. Three book cards are visible: 'Emma' by Jane Austen (1816, B0001), 'Wuthering Heights' by Emily Bronte (1847, B0002), and 'Heart of Darkness' by Joseph Conrad (1899, B0003). Each card includes a book cover image, the title, author, year, and a unique ID. There are also circular icons with the letter 'E' and a square icon with a book symbol on each card.

This is the main catalogue, where you can search our book collection.

My Group

This is where you can view and update your group details.

Group Details

Test Group 1 - -1

[Edit Group Details](#)

Current members 3 Members for current year

STUDENT ID	NAME	ROLE	AVAILABLE YEARS	NEWEST START DATE
test-student-1	Fake Name		2020	23/03/2020
test-student-canc	Fake Name Cancelled		2020	23/03/2020
test-secretary-1	Fake Secretary Name	Secretary	2020	23/03/2020

Meetings 2020 Book List 2021 Book List Read Books

2020 [Add new meeting](#) [Generate yearly meetings](#) < >

Edit Group Details

This allows you to update your contact details and delivery address for the books.

DELIVERY DETAILS

Please provide the address where you would like the books sent in this section.

Delivery Name

J AUSTEN

Delivery Address

1 MULBERRY LANE

Delivery Address Line 2

Delivery Suburb

BATH VIC

Delivery Post Code

3000

Delivery Instructions

Please leave at front door

Save Delivery Details

Group saved successfully!

Ensure that you click 'save details' if changing the delivery address information.

Please update the delivery address details as soon as possible and allow at least 1 month prior to your next book delivery. If there is less time before your next delivery, please contact us.

GROUP DETAILS

This allows you to update your contact details, age range, group profile, large print requests and referral of new members. Please ensure that all fields are completed and updated as needed.

Be sure you click 'save group details' when updating information.

Test Group 1 / Edit Group

Delivery Details Group Details

Title: Test Group 1

Allow New Group Members:

Age min: 50 Age max: 75

Group Code: -1 Email: heyhey@email.com Contact Phone: 0400 000 000 Home Phone: Home Phone

Group Gender: FEMALE Number of Large print Copies: 1

[Save Group Details](#)

If you would prefer not to complete the selections online, please contact us to receive a selections card.

Meeting Dates

On the main screen, click 'generate yearly meetings'.

Group Details

Test Group 1 - -1 [Edit Group Details](#)

Current members 3 Members for current year

STUDENT ID	NAME	ROLE	AVAILABLE YEARS	NEWEST START DATE
test-student-1	Fake Name		2020	23/03/2020
test-student-canc	Fake Name Cancelled		2020	23/03/2020
test-secretary-1	Fake Secretary Name	Secretary	2020	23/03/2020

Meetings 2020 Book List 2021 Book List Read Books

2020 [Add new meeting](#) [Generate yearly meetings](#) [<](#) [>](#)

Enter the dates and times of your meetings. If you have a meeting which does not fall on the usual schedule, this can be changed later.

Note: You will only be able to generate the number of meetings to match the amount of meetings enrolled for. If this is incorrect, please contact us.

Click 'save'

Generate Meetings

Create a meeting on the of each month, from to for

Up to 8 meetings will be created

Sun May 03 2020
Sun Jun 07 2020
Sun Jul 05 2020
Sun Aug 02 2020
Sun Sep 06 2020
Sun Oct 04 2020
Sun Nov 01 2020
Sun Dec 06 2020

Save

To change an individual meeting, return to the main page. Click on the meeting you would like to change (under the date).

2020

Add new meeting

Generate yearly meetings

< >

April 3, 2020	Friday
10:00am ● test_group1_2020_4_2	
April 5, 2020	Sunday
2:00pm ● test_group1_2020_4_5	
May 3, 2020	Sunday
2:00pm ● test_group1_2020_5_3	
June 7, 2020	Sunday
2:00pm ● test_group1_2020_6_7	
July 5, 2020	Sunday
2:00pm ● test_group1_2020_7_5	

Click on start time to edit. Select time and date.

Test Group 1 / Edit Event

Meeting Details

Title

test_group1_2020_6_7

Start Time

June 7, 2020 2:00 PM

June 2020

Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

Time

- 1:15 PM
- 1:30 PM
- 1:45 PM
- 2:00 PM
- 2:15 PM
- 2:30 PM
- 2:45 PM

Please make sure you press 'save'.

Book Selections

TO EDIT CURRENT BOOK LIST

On Group Details screen, click the relevant year Book list and Edit your list

Meetings 2020 Book List 2021 Book List Read Books

Edit your book list!

Order: Priority

Order	Book Code	Title	Author	Status	Read Status
0	B0004	War and Peace	Leo Tolstoy	Active	Not Read
1	B0002	Wuthering Heights	Emily Bronte	Active	Not Read
2	B0008	TOM JONES	Henry Fielding	Active	Not Read
3	B0011	THE COMEDIANS	Graham Greene	Active	Not Read
4	B0012	A Passage to India	E.M.Forster	Active	Not Read
5	B0009	The Brothers Karamazov	Fyodor Dostoyevsky	Active	Not Read
6	B0005	THE LAUGHTER OF APHRODITE		Active	Not Read

Remove a book by clicking on the red bin button.

Book List: 2020

My selected books

1 B0004 War and Peace Leo Tolstoy Active Not Read

^

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🗑️

Add a book by searching at the bottom of the page. You can search by title or book code.

Add Books

We Must Be Brave

Search!

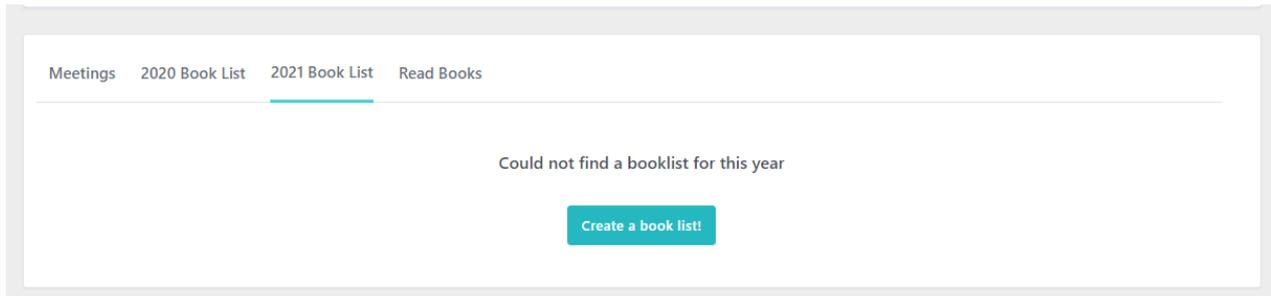
CODE	TITLE	READ?
B2310	We Must Be Brave	● Not Read

Prev Page Next Page

Click on the book title to add to your list. Click 'save list'.

NEW BOOKLIST

Click on applicable year Book List.



Click 'create a book list'. Select book order – choose either Prioritise or Randomise – for example:

- Book Order:
- Randomise
 - Prioritise

Book List: 2021

My selected books

No books added

Search by book code or title. Click on book to add.

Once completed, click 'save list'. Please ensure you have sufficient books for the year – at least 15 titles for a 6-meeting group, at least 22 titles for a 9-meeting groups, and 30 titles for an 11-meeting group.