



Book Groups Handbook

Updated 2023

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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 8 and a maximum of 15 members
- Secretaries keep track of correspondence and advise members of important information
- Secretaries monitor enrolments and ensure everyone has paid their fees before receiving books

Handling Your Book Boxes

- Boxes arrive approximately 1-2 weeks in advance of the meeting, and are handed out to be discussed at the following 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, please contact if there are any issues with return
- Groups can record which members take which book, to track returns in case of loss or damage

Enrolment Process

- Re-enrolments for the following year should be completed by 31st January
- Enrolment forms can be found in the catalogue, or on the website for new groups and members (existing members will be sent enrolment information in advance)
- Members can enrol by email, phone, post, or in person at our Melbourne City campus
- Group payments can be made by mailing all enrolment forms and payments together
- New members joining late in the year receive a pro-rata fee provided by CAE Book Groups
- Concession and Senior fees: a copy of the relevant concession card/seniors must be attached to the form or email

Book Selections

- Groups are sent a Selections Form to be returned by November 30th each year
- Book selections can be chosen in either Priority order or Randomised
- Use our Book Groups catalogue Dialogue (available online or posted at request) to make your selections https://www.cae.edu.au/book-groups/book-catalogue/
- Use the theme icons in the catalogue to guide your selections (eg. choose books with the **L** icon if you would like Large Print books)
- Double-check selections by ensuring that book box numbers match the titles required
- Fill in meeting dates books are dispatched according to handout date

Secretary Responsibilities:

Record-keeping

- Record your book selections and meeting dates for the year
- Ensure that members have paid their fees (see page 14 for member records)
- Handle the group's correspondence and alert members to any important information
- Notify CAE Book Groups of any changes to Secretary, delivery address, 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 so we can check that the delivery is on track
- Most titles are provided with Discussion Notes you can use these to guide your thinking and develop questions if necessary

Handling the boxes

- Check that the box contents match the packing slip and notify us of any discrepancies
- Members should return books at or before each meeting, 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 attend 1 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 a pro-rata fee for the year's remaining books and meetings
- Enrolment forms for new members can be found on our website or via email

Feedback

- You can leave feedback and reviews for books on our website under 'Book Reactions' https://www.cae.edu.au/book-groups/secretary-resources/
- For any questions or general feedback, please email bookgroups@cae.edu.au

Member Responsibilities

- Know the name and ZZ code of your group, and the number of meetings your group has annually
- Let your secretary know if you pay CAE directly, over the phone, by email, or by mailing a form
- Record the copy number of the book you receive and inform secretary when book and notes are returned at the 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 or in the next month's return box (please inform us if so)
- Accompany late items with your group name and ZZ-code so that our records show that your group has returned them

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.

Contact Details

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

For any Book Group enrolment enquiries

Customer Service

Phone: 03 9652 0611

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

Deliveries and Returns

When do boxes arrive?

Please note that deliveries are scheduled to arrive 1-2 weeks in advance of the book's <u>handout</u> date, not the book's <u>discussion</u> date. Each meeting will have a book to be discussed and a book to be handed out.

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 1-2 weeks 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, <u>do not pay</u>. Prepaid returns labels are included with every delivery. If you do not have one please contact us at bookgroups@cae.edu.au.

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

If your book delivery 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 \$35.00 (GST inclusive) to cover the double freight and admin costs. In this case, return the box in the usual way and we will organise an invoice for the payment. Do not pay the courier or Australia Post representative.

Returns by Courier Service

Only groups in the Melbourne metropolitan area are serviced by couriers Compu-Stor. These 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) informing them of group and pickup 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. Please let us know if you give authorisation to leave at the property if you are not present.

- 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 the Compu-Stor warehouse

Book Groups Online

Book Groups Online (https://bgonline.cae.edu.au/) is an online platform that allows you to browse the catalogue and perform enrolment tasks such as entering book selections and meeting dates. You can access these details at any time and secretaries are also able to see an overview of the group details and make changes such as the delivery address and contact details.

Secretaries are provided with login details for the website at enrolment time and members are also able to access the site. 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/ or at the end of this handbook. If you require assistance with setting up or using Book Groups Online please email bookgroups@cae.edu.au.

For more details on Book Groups Online – see page 15.

The Selections Form

If you prefer not to use Book Groups Online, you can either fill out a digital selection form or the hard copy selection form available in our book catalogue, *Dialogue*. Digital selection cards can be found under Secretary Resources on the CAE Book Groups website, or you can request a copy via email at bookgroups@cae.edu.au.

Side 1: Filling in Group Details

On side one of the Selections Form 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.

Meeting Week: 1st 2nd 3rd 4th 5th Meeting Day: Mon Tue Wed Thu Fri Sat Sun Meeting Time: AM / PM Age Range: Membership: Female / Male / Mixed Refer New Members?: Yes / No Office Use Only) Mobile: ddress: (if different from Secretary's address)
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------

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., 3rd Friday of each month.



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 let us know if you require a trial copy for your next meeting.

Group Secretary Details: Fill in the Secretary's contact details for the year. Please note that we require an email address for the secretary.

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 Form 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.

Gro	Group Name Group Code								
Book Selections Please choose to receive your books in either: 11 meetings - provide 30 selections		Meeting Dates							
priority order from 1–30 or no particular order			9 meetings - provide 22 selections 6 meetings - provide 15 selections		Handout Date		Discussion Date		
1	В	11	В	21	В			Feb	
2	В	12	В	22	В	Feb		Mar	
3	В	13	В	23	В	Mar		Apr	
4	В	14	В	24	В	Apr		May Jun	
5	В	15	В	25	В	Jun		Jul	
6	В	16	В	26	В	Jul		Aug	
7	В	17	В	27	В	Aug		Sep	
8	В	18	В	28	В	Sep		Oct	
9	В	19	В	29	В	Oct		Nov	
<u> </u>	В	20	В	30	В	Nov		Dec	
10	В	20	В	30	В	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:				
priority order from 1-30 or 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 Form.

Please use the Box Numbers listed in the book catalogue, *Dialogue*, to make your 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 Form 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 \$35.00 (GST inclusive) to cover the double freight and admin costs incurred.

Longer Titles: Please take note of the page count for your selected books, as some may require a longer reading time. If you have a longer period of time between certain meetings (e.g. a 9 meeting group with a meeting in June and the next in August), we will prioritise sending longer titles for that period.

Return boxes promptly: The more titles we have returned to our warehouse, the more we are able to send 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. Please advise us if there are any concerns preventing the prompt return of your book box.

Using our Book Catalogue, <u>Dialogue</u>



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 form and is what we refer to when sending your boxes, so please check this carefully against your preferred titles.

Meeting Dates

Please select your meeting dates for the entirety of the year. Please note that for delivery purposes, your meeting date is considered the handout date. If your group meets on an alternative date for a particular month (e.g., because of a public holiday), make sure you indicate this. Please note that due to warehouse closures and the holiday period we do not despatch boxes for January meetings.

Groups with 11 meetings

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

Groups with 6 or 9 meetings

Re-enrolling 9-meeting 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

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

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

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.

Handout i	Discuss in	
11 th book for 2023	Dec 2023	Feb 2024
1st book for 2024	Feb 2024	Mar
2 nd book for 2024	Mar	Apr
3 rd book for 2024	Apr	May
4 th book for 2024	May	Jun
5 th book for 2024	Jun	Jul
6 th book for 2024	Jul	Aug
7 th book for 2024	Aug	Sep
8 th book for 2024	Sep	Oct
9 th book for 2024	Oct	Nov
10 th book for 2024	Nov	Dec
11 th book for 2024	Dec 2024	Feb 2025

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 form by 1st December.

Groups should complete the reenrolment process between 1st Nov and 1st Feb.

Forms and Paperwork

Enrolment Checklist

Item	Action	
Selections Form	Form Fill out the correct Secretary Details	
Book and meeting selections can also	Check that the box numbers match the chosen titles. This is very important!	
be entered on Book Groups Online for	Keep a record of your choices on the Selections Record Sheet (p.10)	
access at any time (see page 15)	Select the required number of titles: 30 titles for 11 meetings, 22 titles for 9 meetings, 15 titles for 6 meetings.	
	Enter and double-check the Meeting Dates.	
Enrolments	Enrolments Record your member names and payments on the <i>Member Records</i> sheet.	
	For group enrolments, check that you have credit card details or a bank cheque to cover the correct cost of your fees.	
	You have enrolment forms for all group members with details correctly filled in.	
	Check that photocopies of concession cards, seniors' cards, or full-time student cards are attached to enrolment forms where applicable.	
	For paper enrolments, ensure that credit card details are completed, including expiry date and CVC number. For cheques, only bank cheques are accepted.	
Existing groups re- enrolling	Return the group's re-enrolment material and selection form to CAE by 30 th November.	
New groups enrolling for the first time	enrolling for the	

Selections Record Sheet

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

Member Records

You may find it useful to use this sheet for a record of members in your group.

Please ask members who enrol directly with CAE to let you know once they have paid so 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 CAE direct (or via Secretary)	Date Paid	Amount Paid
1.			\$
2.			\$
3.			\$
4.			\$
5.			\$
6.			\$
7.			\$
8.			\$
9.			\$
10.			\$
11.			\$
12.			\$
13.			\$
14.			\$
15.			\$
			\$

CAE Book Groups Online

Book Groups: at a glance

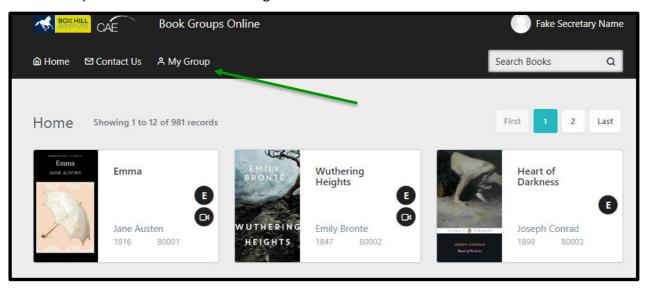
- <u>Book Groups Online</u> is the online portal for entering selections and meeting dates, updating secretary details, and checking group information. This information can be accessed at any time.
- Only secretaries can add or change selections and dates. Members will be able to view this
 information only.

When you login

Book Groups Online can be accessed via browsers such as Google Chrome or Microsoft Edge. Your login details are the *email you have provided to CAE* and a *password*. If you have not set up a password yet, you will need to set up a password at https://password.boxhill.edu.au.

Here is the link: https://bgonline.cae.edu.au/

You will be presented with the following screen:



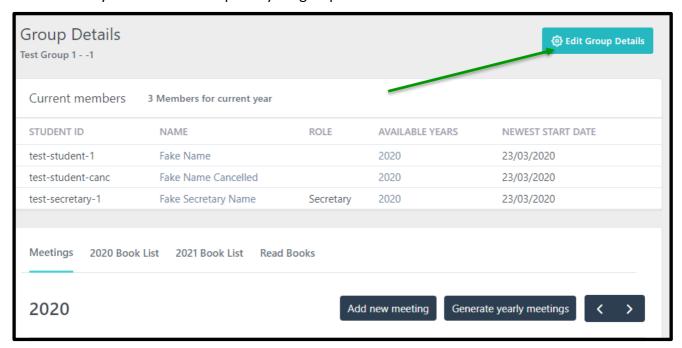
This is the main catalogue, where you can search our book collection.



In the top left corner is your menu bar for other functions.



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

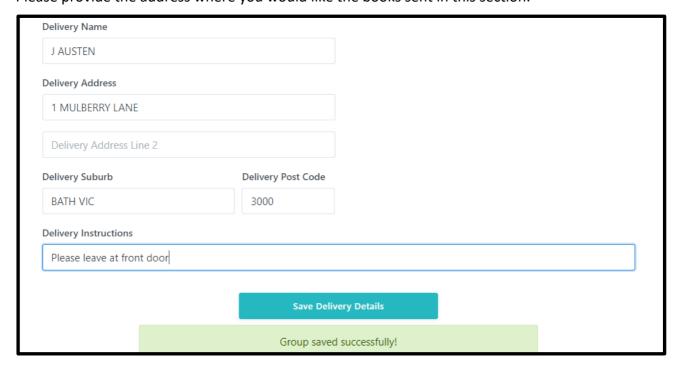


Edit Group Details >

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

Delivery Details

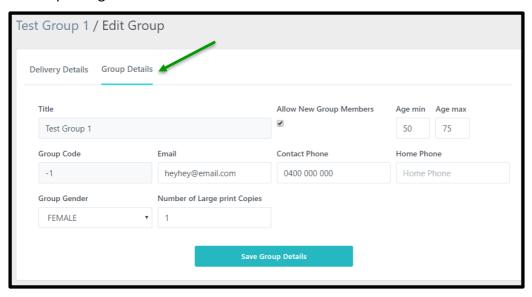
Please provide the address where you would like the books sent in this section.



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.

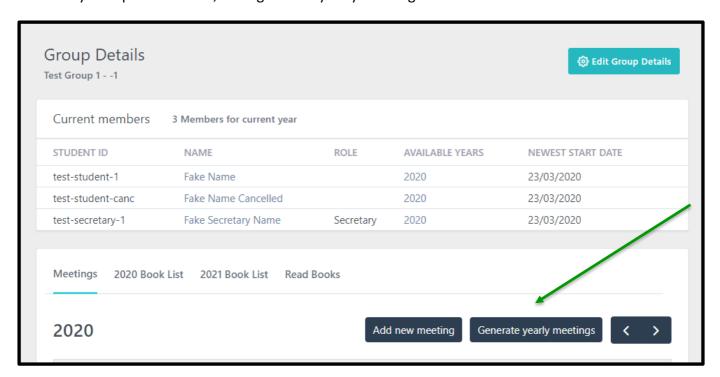
Group Details

This allows you to update your contact details, age range, group profile, 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.



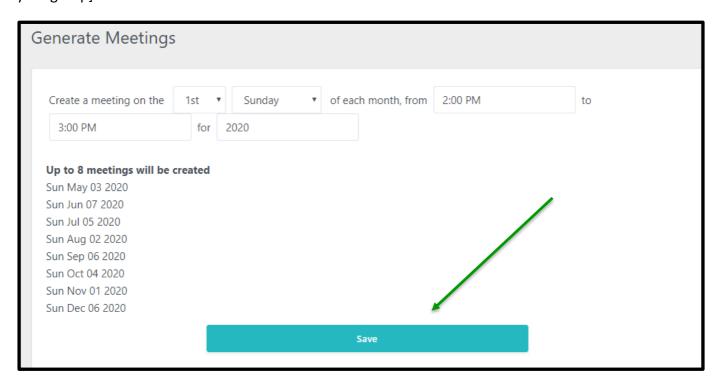
Meeting Dates

On the My Group main screen, click '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.

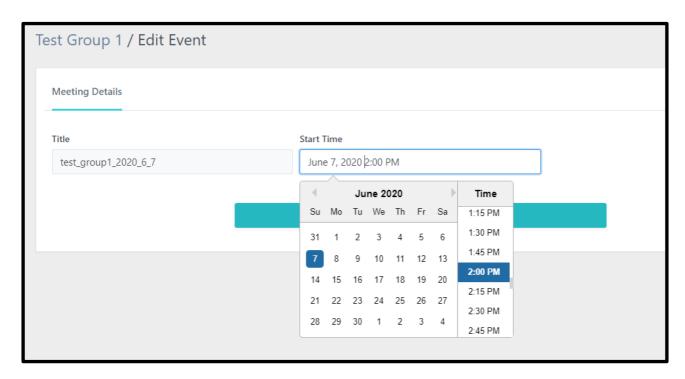
Note: You will only be able to generate the number of meetings to match the number of meetings enrolled for. If this is incorrect, please contact us. [Note: delete meetings system-generated that do not apply to your group]. Click 'save'.



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



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

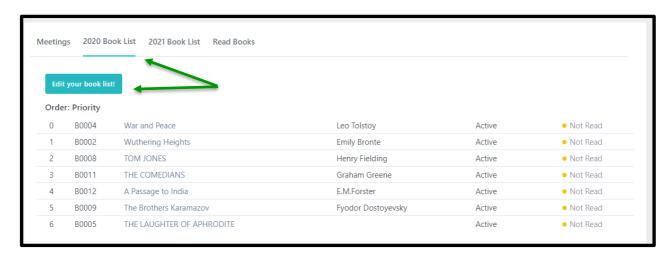


Please make sure you press 'save'.

Book Selections

Edit Current Book List

On Group Details screen, click the year-relevant book list and then edit your list.



Remove a book by clicking on the red bin button.



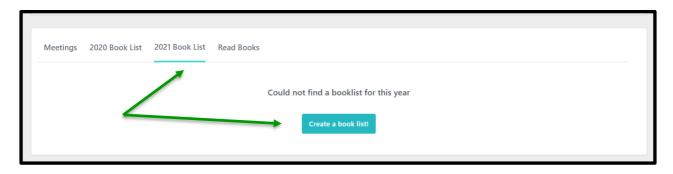
Add a book by searching at the bottom of the page. You can search by title or book code.



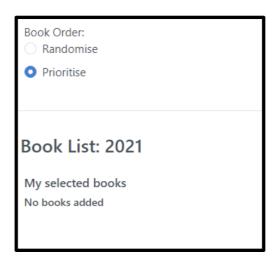
Click on the book title to add to your list. Click 'save list'.

NEW BOOKLIST

Click on the applicable yearly book List.



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



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 group, and 30 titles for an 11-meeting group.

If you have any questions about using Book Groups Online please email bookgroups@cae.edu.au