

FAQ**1. How do I get a library card?**

*When you join as a new member you should automatically be given a library card from Membership. If you've not received yours yet, please contact Membership directly.*

**2. I've lost my library card. How do I get a replacement?**

*Please alert a library staff member, we'll update your record to reflect this, until your replacement arrives. Secondly, contact Membership – they are responsible for re-issuing new library cards.*

**3. How many items can I check out?**

*We have a limit of 20 items per member, but we may make allowances.*

**4. Can I check out a mix of different items?**

*Certainly! You may mix and match as you please.*

**5. Are there any limits on how many of a specific type of item I can check out?**

*No, you may check out as many items of a specific type as you like, till you reach your 20 item limit.*

**6. For Hot Picks, can I check out one book and one magazine at the same time?**

*No, Hot Picks is designed to give as many members as possible a chance to checkout a new item as fast as possible. You will only be able to checkout one Hot Pick only.*

**7. How long will a Hot Pick be put on special display/reserve?**

*A Hot Pick will be displayed for three meetings. After three meetings, the item will be put in general circulation, and no restrictions will apply.*

**8. How does my e-mail notification work?**

*If you've registered an email address with membership, each week prior to the meeting you will automatically receive separate email notifications for:*

- *Courtesy reminders of items due at next meeting*
- *Overdue reminders of late items (first, second and final)*
- *Courtesy reply for approved renewal requests*
- *Annual update/reminder of library rules*

**9. I won't be able to make the meeting, how can I avoid late fines?**

*Please contact the Head Librarian to renew your books. Alternatively, mail in your books to the Head Librarian or return them with a friend. Please note, we may only renew your items once.*

**10. I want to reserve a specific book, how can I do this?**

*Unfortunately, we are not set up to facilitate this service. You may however, search for the book using our catalogue search facility and see if it is currently available.*

**11. Can't find what you're looking for? Make a purchase suggestion!**

*If we don't have the item you are looking for, make a purchase suggestion. You can do this during the library hours, or contact the Head Librarian directly. Please provide as much information you have on the item, and why you think the library needs it. We'll review your request and notify you of the outcome.*

**12. I accidentally damaged a book! What do I do?**

*Please contact a librarian as soon as possible. You may have to pay a replacement fee, or source a replacement yourself.*

**13. How do I pay my library fines? How do I find out my outstanding balance?**

*Please speak to one of our checkout staff, they will update your record as you pay your fine.*

**14. Can I donate books to the library?**

*Of course! We're always grateful for your contributions. Please approach one of the library staff members to make your donation.*

**15. I want to update my personal details. Who do I contact?**

*To update and change your personal details, it's best to contact Membership directly. The library also has a form you can fill in with your new details. We'll send a copy directly to Membership.*

If you have any questions not addressed on the above list, please feel free to contact AQG Library directly. In your subject line please include AQG Library – FAQ:

Thank you.



**Ansa Breytenbach**

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