



Free Home Delivery Service (FHDS) Terms and Conditions

Objective

Greater Dandenong Libraries are offering a free home delivery service to residents of City of Greater Dandenong. Library staff will select, collect and pack library items of your preference and arrange contactless delivery to your residence.

To access this service phone 1300 630 920 during opening hours.

Terms and Conditions

- To be eligible you must hold a full Greater Dandenong Libraries membership and live within the City of Greater Dandenong. If you are not a library member, you can [join the library](#). Library membership is free.
- Delivery will be contactless and completed by a courier driver.
- You can request up to 10 library items per library card.
- Deliveries can take up to 10 days after a phone request is submitted.

Frequently asked questions

How can I choose the items I would like to receive?

Phone 1300 630 920 during opening hours. A library staff member will discuss your reading and viewing preferences and will select a range of items from the collection they think you will enjoy.

How long can I have the items for? What do I do when I'm finished with the items?

Items will be loaned for three weeks. If you are unable to return the items in person, please contact the library to discuss other options.

How frequently can I get a delivery?

Each cardholder can receive one delivery every four weeks.



Who can access this service?

The delivery service is available to Greater Dandenong Library (full membership) card holders residing in the City of Greater Dandenong.

Can I borrow with a WEB ID?

Members with WEB IDs (online membership) will be able to submit a request. Library staff will make contact to upgrade to a full membership and discuss delivery preferences.

Can I return the library items I already have, or the ones you will send me?

Yes. Dandenong and Springvale Libraries and the 24/7 After Hours Return Chutes are open.

Can I have my items delivered to a Post Office Box?

No. Deliveries are door to door only via courier.

These Terms and Conditions may be updated as circumstances relating to the COVID-19 pandemic restrictions and library service delivery change.

Springvale Library
5 Hillcrest Grove, Springvale
Dandenong Library
225 Lonsdale Street, Dandenong

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