
Bilby Toy Library News

DECEMBER, 2009

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BERKELEY VALE NEIGHBOURHOOD CENTRE

Christmas Closure

The Bilby Toy Library will be open until Friday, 18th December, 2009 and will then close for the Christmas and New Year Period to reopen on Monday, 4th January, 2010.

For families who would like to have some of the toys over this period we are happy for you to do so.

If you are moving or going to be away for a period of time PLEASE return the toys so that they don't go missing.

And Merry Christmas and a Happy, Safe and Prosperous New Year to you all.



Donations

Children grow out of their toys very quickly and some children are lucky to have generous extended family members.

If you are able to afford donating your outgrown toys, books, puzzles etc to us we would be very grateful to be a recipient of your generosity. The toy library is an unfunded project of the Neighbourhood Centre and we are continually looking at ways to build on our stock.

Comments

It has been a pleasure to offer the services of a toy library to this area for over the past nine (9) years. We have met many lovely families.

We would like to hear from you as to what it has meant to your life being a member of the toy library, any suggestions you may have and other comments about the service we provide to you.

This information can be done anonymously by posting a letter to PO Box 5145, Chittaway Bay 2261. Or email us at bvnc@idx.com.au or via fax to 43882081.

Lost or Broken Parts

It has come to our attention that we are currently experiencing an increase in the number of our toys being returned with missing parts or bags.

You will notice on toys that have a number of pieces there is a label outlining what parts come with that toy. PLEASE read the label and check each part is there when you are getting ready to return a toy. DON'T just presume its all there.

Parents say to us that it can't have been in the container as their child doesn't move the toy from the room they have been set up to play in. Children are very quick at grabbing pieces and moving them around the house without our knowledge. Many a parent has found the piece in another part of the house where they wouldn't expect to find it.

The toy library is NOT funded and the only income is from your annual memberships. We are wanting to ensure that costs are affordable and that you have access to a range of fun, interesting and educational toys. BUT we need your help in ensuring our toys are looked after and the parts that go with each toy is returned. We have also resisted in fining parents or selling the toy to you when pieces go missing.

If there is any missing parts you will find a sticky note attached outlining what pieces are missing. If you notice a discrepancy please contact us immediately so that we are aware and we can double check our end.

The other end of the scale is a toy being returned broken. Thank you to the families who have owned up that it was done whilst the toy was in their possession and have compensated us for the cost of the toy to be replaced.

Don't drop it off an run if you are returning a broken toy. Talk to us so we can come up with a solution.



Make sure all the pieces are there before returning

Late or No Returns

Another concern is late returns. It's great your child/ren are enjoying playing with our toys. That is part of our aim.

However, it is disappointing when some families feel they can keep a particular toy for more than the fortnight that is our policy and not contact us to say "My child is really enjoying it we would like to extend".

The policy is two weeks borrowing, ringing to get an extension but then the toy/s must be returned by the end of the fourth week. Again we have resisted in fining families for lateness but with the increasing incidence of this we will soon be having to impose the fine as it is costing us to follow you up.

Plus don't forget if you completely ignore returning your toy/s we will be contacting EC Credit Control to chase you up for the full value of replacement costs.