



## Frequently Asked Questions

### “Why Am I Not Receiving Books?”

You probably have not missed any books yet!

#### Mailing Dates

Books are mailed the last week of every month and may not be received until the following month.

The mailing dates you see when you log in to the parent area is specific to children's age groups in the overall program, not your child's individual status.

#### Registration Dates

Book mailing lists are pulled one month in advance, and mailed the last week of each month, so **please allow at least two months from when your child was registered!**

#### Welcome Book

No matter their age, every child receives “*The Little Engine That Could*” as their welcome book. Specially selected by Dolly to promote a positive and empowering theme, this special edition includes a welcome letter inside! Following the welcome book, each received book will be the age-appropriate title in the child's designated group.

### “How Do I Update My Address?”

#### Change of Address and Account Updates

We are happy to update your information if you cannot access your account to make changes online.

Email [imaginationlibrary@k12.wv.us](mailto:imaginationlibrary@k12.wv.us) your Child's First and Last Name, Date of Birth, Old Address, and New Address including Zip Code and County.

**Please allow up to two months for deliveries to a new address from the time of the update approval.**

We can also update parent/guardian names, emails, and phone numbers.

Thank you for your patience and support!

Happy reading together! 