

Loughborough Library refurbishment

Frequently Asked Questions

Will I get overdue charges on items I haven't returned? Any item issued less than 3 weeks before the closure of the library (except DVDs) will be due for return on or after 3 January 2019 so these items will not become overdue during the course of the closure. If your items are due back before the 5 November you need to return them in the usual way or renew them.

How do I renew my loans when the library is closed? Any item (except DVDs) issued less than 3 weeks before the closure of the library will be due for return on or after 3 January 2019 so these items should not need renewing before the library reopens.

If I hire a DVD before you close, how long can I keep it and how much will it cost? If you hire a DVD less than a week before we close it will be issued until after we reopen for the same hire charge.

How can I return my books/dvds whilst you are closed? During the period 5 - 19 November the drop box (accessed via the letterbox on the front of the building) will be unavailable. At this time you can return stock to one of the other county council static or mobile libraries or one of the community managed libraries listed in this leaflet. From 19 November the drop box will be available for use.

What will the staff be doing whilst the library is closed? Staff will be involved in packing up and then restocking the library, getting it ready for reopening. They will also continue with processing stock and answering telephone enquiries. Staff will also be working at Shepshed during its extended opening hours and covering leave and sickness at other sites. In addition there are a number of training programmes that we intend to provide for staff during the closure period.

What do I do if my requested book arrives whilst you're closed? You can request a book in person before 5 November and ask to have it delivered to another site. You can also request a book online at www.leicestershire.gov.uk/libraries If you want to collect the book before we reopen you will need to choose a different collection site – this can be done on the request page.

Where else can I use a computer? All public libraries in Leicestershire have public access computers. You can either book ahead by ringing the library concerned or call in to see if one is free, but availability cannot be guaranteed. Please refer to the list of libraries within 5 miles listed in this booklet, or go to our website for details of the other public libraries in Leicestershire www.leicestershire.gov.uk/libraries.

Where can I go for information enquiries? You can visit or phone one of our other libraries, or telephone us here at Loughborough Library on 0116 305 2420. Alternatively you can email libraries@leics.gov.uk.

Will the newspapers be available anywhere else? The staff at John Storer House on Wards End have kindly agreed to take our newspapers whilst the library is closed so that library customers still have access to them.

Are there any other Wriggly Reader sessions I can attend? We are currently investigating alternative venues for Wriggly Readers and will inform customers as soon as this has been finalised.

Will the work club still be running? The library work club will be relocated to the Loughborough Job Centre at the Charnwood Borough Council offices on Southfields Road. It will still be on Tuesdays 10am - 12 noon.

What about other regular library events? Most of our regular event organisers (Clockwise Credit Union, Singing café, Shared reading) have found alternative venues. Please ask them for further details.

What about adult learning classes? Anyone enrolled on an adult learning class taking place at the library will receive a letter letting them know of the alternative arrangements for their class.



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Important information for customers

Temporary closure of the library

Loughborough Library will shortly be undergoing a refurbishment which will involve the public areas of the building, therefore the library will unfortunately have to be closed to the public for health and safety reasons.

The library will close at 4pm on Saturday 3 November and reopen to the public on Thursday 3 January at 10am.

Alternative services

Listed in this booklet are a number of alternative ways to access the service that we hope will lessen the inconvenience caused by the closure. These include:

- An extension of the opening hours at Shepshed Library
- Smart library access at Birstall and Syston libraries
- Opening times of other libraries within 5 miles
- Details of the mobile library stops in Loughborough
- How to access your account online, including renewals, requests, online information
- Details of how to access eBooks, eAudiobooks, eMagazines, eNewspapers and eComics

How the library will be different

Changes to the library will include the following:

- Installation of smart library technology to enable extended opening hours through self-access
- Building of two new adult learning classrooms
- New desking for a community meeting space
- Replacement of all PC desking and provision of new 'bring your own device' desk
- Changed layout of shelving
- A new main help desk
- An additional help desk in the children's library
- Additional furniture for the children's library

Frequently Asked Questions

There is also a section on Frequently Asked Questions, but please note that staff will continue to work in the building throughout the closure period, and customers are welcome to contact us on 0116 305 2420.

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Information on alternative services

Other Local Libraries

Library	Monday	Tuesday	Weds	Thursday	Friday	Saturday
Shepshed Hall Croft, Shepshed LE12 9AN Tel: 0116 305 3678	10am - 6pm	10am - 6pm	10am - 6pm	10am - 6pm	10am - 6pm	10am - 4pm
Hathern Greenhill, Hathern LE12 5LF Tel: 0116 305 3605	Closed	2pm - 6pm	10am - 12.30pm	2pm - 6pm	10am - 12.30pm	10am - 12 noon
Barrow upon Soar North Street, Barrow LE12 8PZ Tel: 01509 416356	2pm - 5pm	Closed	10am - 6pm	Closed	10am - 5pm	10am - 1pm
Mountsorrel The Green, Mountsorrel LE12 7AF Tel: 0116 305 5892	2pm - 5pm	10am - 1pm And 2pm - 5pm	Closed	2pm - 5pm	2pm - 7pm	10am - 1pm
Quorn School Lane Quorn LE12 8BL Tel: 01509 414633	2pm - 6pm	Closed	10am - 1pm	Closed	11am - 1pm And 2pm - 4pm	10am - 1pm

Online services at www.leicestershire.gov.uk/libraries

In order to use our online services you will need to have a PIN for your account. Please visit a county library to collect your PIN.

Renewing your books

You can renew your books online at www.leicestershire.gov.uk/libraries

Searching the catalogue

You can find out what books, DVDs and talking books we have in stock by searching our online catalogue at www.leicestershire.gov.uk/libraries. You can then reserve an item and choose which library you would like to collect it from.

Online information

Our online reference library has a host of information to help you find the answers you need, from encyclopaedias to local history information.

eBooks, eAudiobooks, eMagazines, eNewspapers, eComics

Leicestershire Libraries provides a wide range of resources free to download onto your pc, MAC, tablet, smartphone or eBook reader through easy to use apps. For further information visit www.leicestershire.gov.uk/libraries

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Information on alternative services

Mobile Library

Our mobile library stops at the following places in Loughborough. For more details of times and dates and for mobile stops in the surrounding villages, please go on to our website www.leicestershire.gov.uk/libraries, or call 0116 305 2420 for further information.

Althorpe Drive	Jetcott Road	Silverton Road
Badger Court	Ledbury Road	Stonebow School
Belton Road	Maxwell Drive, Gorse Covert	Valley Road Shops
Buckingham Dr / Cothelstone Ave	Outwoods Edge School	Wain Drive
Cobden School	Parklands Drive	Watermead Lane
Fielding Court	Ravensthorpe Drive	Whitehouse Avenue
Glebe Street	Rendell Primary School	Wilton Avenue
Great Central Road	Robert Bakewell School	Windeldon Court
Hazel Road	Rockingham Road	Windsor Road
Holywell Drive, opposite shops	Sharpley Road	Woodbrook Road

Local Smart Libraries

Smart library technology has been installed in two of our local libraries at Birstall and Syston and the opening hours have been increased as a result. These sites are now open at the following times:

Birstall

	Smart access	Staffed	Smart access
Monday	8-10am	10am - 5pm	5-7pm
Tuesday	8-10am	10am - 5pm	5-7pm
Wednesday	Smart all day		
Thursday	8-10am	10am - 5pm	5-7pm
Friday	8am - 1pm	1-6pm	Closed
Saturday	8-10am	10am - 3pm	Closed
Sunday	Closed all day		

Syston

	Smart access	Staffed	Smart access
Monday	8-10am	10am - 5pm	5-7pm
Tuesday	8am - 1pm	1-6pm	Closed
Wednesday	Smart all day		
Thursday	8-10am	10am - 5pm	5-7pm
Friday	8-10am	10am - 5pm	5-7pm
Saturday	8-10am	10am - 3pm	Closed
Sunday	Closed all day		

Customers wishing to access these libraries during smart hours will need to arrange an induction by calling the library concerned:

Birstall library 0116 305 8756 or Syston library 0116 305 3500