

Libraries in Leicestershire

Coronavirus FAQ

Are libraries now open?

Sixteen council run libraries have now reopened for browsing during restricted time slots.

With the exception of Market Harborough library, customers will need to book a slot to visit the library by visiting: www.leicestershire.gov.uk/book-a-library-visit

To book a visit to Market Harborough library please contact the library on: 0116 3053627.

The Click and Collect service remains available at the 16 council run libraries. A number of community managed libraries are also offering either a browsing service or a click & collect service, please contact them directly for further details.

Please note that specific titles cannot be provided as part of this service, as it depends on what is in stock at each library.

When will libraries be open for computer use?

Computer access is currently not available, however this will be provided at a later date likely to be September.

Please look on our website www.leicestershire.gov.uk/libraries for updates or follow us on social media:

Facebook – facebook.com/yourlibrary

Twitter - @leicslibraries

Are the Community Managed Libraries closed?

The majority of the Community Managed Libraries are open and providing a browsing or click & collect service. Please check their websites or social media accounts for up to date details.

What are the changes I will see when I visit the library?

You must book a slot to visit the library. There will be restrictions on numbers of people inside the library building at any one time and you may need to queue outside while you wait for your slot.

When you enter the library, you will be required to sanitise your hands and social distancing measures will be in place. In line with regulations introduced from Saturday 8 August, it is mandatory to wear a face covering when visiting the library, unless you are exempt. Library staff will be on hand to welcome you back and offer help to use the services safely and confidently.

We are complying with the NHS test and trace service by recording the presence of members of the public inside the library at any given time. We'll ask for the name and telephone number of the person making the booking. We may need to share these details with the NHS in case someone tests positive for COVID-19. All details will be stored securely and destroyed after 21 days.

If you develop any COVID-19 symptoms, even mild ones, after you visit the library, book a test online immediately or call 119, and only leave home to go for your test.

Library staff will be on hand to welcome you back and offer help to use the services safely and confidently.

How do I return my books and other items?

You can now return your books through the drop box at your local library if you wish, or during your booked browsing time slot.

How do I renew my books and other items?

You can renew your loans online if you wish on our website www.leicestershire.gov.uk/libraries or by calling on 0116 305 2695.

What is your current late charges policy?

All items on loan before 17 March were due for return before Saturday 5 September. Overdue fines are being charged for items that haven't yet been returned to the library.

Can I still put a hold / request any library items?

Unfortunately not at this time. Our library transport drivers are currently redeployed into essential roles, helping vulnerable residents so it's not possible to provide stock that has been reserved from a different library.

When is the mobile library service expected to resume?

Our mobile library service resumed on Monday 7 September, offering a click and collect service only. Any queries regarding this service please call 0116 305 2695.

Are you still delivering books as part of the home library service?

Currently the Home Library Service is suspended at this time, however work is ongoing to resume this service as soon as possible. Please check our library website for ongoing updates.

Ebooks, Eaudiobooks, Emagazines and Enewspapers.

Leicestershire libraries offer a wide range of resources available to download onto your smartphone, Mac, PC, laptop, tablet or e-reader. Please visit our website to get more information on how to use this service www.leicestershire.gov.uk/libraries

If your query has not been covered by these FAQs, please contact us on 0116 305 2695 or email us at libraries@leics.gov.uk