

Libraries in Leicestershire

Coronavirus FAQs

Are libraries now open?

Most libraries have been open for browsing since 12 April 2021, and staffed opening hours were extended to pre-Covid levels after 17 May.

From Monday 19 July following the latest Government guidance, we will no longer limit numbers into the library, although we do recommend that customers continue to wear a face covering unless exempt.

In addition, customers will no longer be required to pre book if wishing to visit Market Harborough library, or our local studies centres at Loughborough, Market Harborough and Coalville. Please visit the [Find a library web page](#) to check the hours for your library.

Community Managed Libraries may be operating differently during this time, so it is best to contact them before visiting.

Is the Click and Collect service still in operation?

The 16 council run libraries will continue to offer a Click and Collect service until further notice. Let us know what kind of books you like to read, and we will do the choosing for you. You can then arrange a time to come and pick up your collection (up to 10 books or audiobooks) at a time that suits you. For further information go to our [Click and Collect](#) page.

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

A number of community managed libraries are also offering a Click and Collect service, please contact them directly for further details.

Are libraries open for computer use?

All restrictions on the use of computers has now been lifted. Please note however that if you require staff assistance with computer use that it is advisable for you to wear a mask whilst the member of staff is helping you. Our sites will have masks available in case customers do not have one with them.

Availability of PCs will vary initially as some libraries have had to store furniture off site. Please check with your local library before visiting.

[Booking in advance is still available online](#) or by calling 0116 305 2695, but it is no longer essential.

Are the Community Managed Libraries closed?

Most Community Managed Libraries are now open, but may be continuing to provide a reduced service, so please check their websites or social media accounts for up to date details.

Are you running events like Wriggly Readers?

Our annual Summer Reading Challenge for 4-12 year olds is available at all Leicestershire libraries until 4 September. In addition, we have a number of events being held at venues around the county – please ask at your library for further details.

Wriggly Readers for pre school children will return in September once the new school term is underway.

When will smart libraries return?

Our self-access system (Smart Libraries) will return in the autumn once all other measures are in place and working successfully. Smart library members will be alerted to this nearer the time, along with a reminder about making sure their account is up to date and that they are familiar with all safety measures in place

How do I return my books and other items?

You can return your books by visiting the library or through the drop box if you prefer.

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?

The library service operated a fines amnesty until 1 July 2021, but we are now charging for holds, late returns, DVDs and talking books as previously. [Details of our charges](#).

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

We are delighted to be able to reintroduce the popular holds service which allows customers to request a specific title from all items held in libraries across the county. Please go to our [online catalogue](#) to request your title.

When is the mobile library service expected to resume?

Our mobile library service resumed on Monday 7 September 2020, offering a click and collect service only. It is anticipated that we will continue to offer the service in

| this way until the autumn. If you have any queries regarding this service please call 0116 305 2695.

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

The Home Library Service has now been reinstated. If you are interested in this service either for yourself or for someone you know who is unable to leave their home, please contact the central enquiry line on 0116 305 2695 or email libraries@leics.gov.uk

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