Libraries in Leicestershire Coronavirus FAQs

**Are libraries now open?**

Sixteen council run libraries have now reopened for browsing during restricted time slots. Customers will need to book a slot to visit the library by visiting: www.leicestershire.gov.uk/book-a-library-visit

The Click and Collect service is also available at the 16 main county libraries, including Oadby and Wigston libraries, which remained closed initially due to local restrictions. Some community managed libraries are also offering this 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 browsing and computer use?**

Computer access is currently not available, however this will 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?**

Most Community Managed Libraries are providing some restricted access to the service, but not all. This is changing daily, so 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.
How do I return my books and other items?
There is no rush to return your library items, as return dates have been automatically extended until 5 September 2020. However, you can now return your books through the drop box at your local library if you wish.

How do I renew my books and other items?
There is no need to renew your library items as they are not due back until 5 September 2020. You can renew your loans online on our website www.leicestershire.gov.uk/libraries.

Will I have to pay extra for audiobooks, playaways or DVDs that I have out on loan?
No, any additional charges for these items will be waived when they are returned.

Can I still hold / request any library items?
Unfortunately not. Our library transport drivers are currently redeployed into essential roles, helping vulnerable residents so it’s not currently possible to provide stock that has been reserved from a different library.

How do I collect an item I have already put on hold?
If the item arrived at your local library before lockdown and is awaiting collection, you can call the central enquiry line on 0116 305 2695 to arrange a collection slot or email your local library directly – details of the email address of your library can be found on the individual library page on the website.

If the hold is outstanding, you can cancel it online through the library website or wait until you get the notification to say the item is available for you to collect. This will be dependent on the reinstatement of the library transport service. You may also want to check to see if the item is available on our ebook or eaudiobook platforms.

When is the mobile library service expected to resume?
Currently our mobile library service is suspended until September 2020 at the earliest.

We are working with Health & Safety colleagues to address a number of restrictions imposed due to COVID-19, in particular ensuring social distancing is maintained inside the vehicle for the safety of both our staff and customers.

While this work is carried out, we would like to remind customers of our new Click and Collect service and our browsing service that is expected to commence from Monday 3 August 2020. Mobile library customers are welcome to use or visit any of our other libraries during this period.
Are you still delivering books as part of the home library service?

Currently the Home Library Service is suspended as different elements of volunteering activity across our services will resume at different stages.

There will not be a one size fits all approach and this will vary depending on the volunteering role and its requirements. For many of our roles there is likely to be a change in how we do things.

The health and safety of our volunteers, staff, clients and visitors is our priority and volunteers are being asked to complete a ‘Welcome Back’ survey so we can gauge appetite from all of our volunteers about what volunteering roles they wish to support our services with, and when. 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