

Reopening of Library branches Frequently Asked Questions



Our Libraries are open again, however, your experience may be a little different to what you are used to for a little while. We are continuing to take a staged approach to the reintroduction of our in-branch services to ensure the safety of staff and customers.

We are aware our services are valuable to the community – our key priority is to operate our facilities in a safe way. We have implemented health and safety measures to comply with Federal and State Government guidelines. Please keep at least 1.5m distance from other patrons and staff at all times.

If you are not feeling well, please do not use our in-branch services. You can access our online Library and Council services via centralcoast.nsw.gov.au

Thank you for your patience and messages of thanks as we slowly transition back to a fully functioning library service.

Which branches are open?

All of our main branches are currently operating with temporary opening hours Monday to Friday, 9.30am-4.30pm. Kariong Library is open Tuesday to Friday, 9.30am-4.30pm.

Regular touchpoint cleaning of surfaces is completed in library branches.

Our Home Library Service will continue and the Bookmobile has recommenced

operation on a limited schedule.

Download the Bookmobile timetable from centralcoast.nsw.gov.au/services/bookmobile.

Are any branches not open?

Mooney Mooney Community Library and Gwandalan Library Link remain closed, as part of the libraries staged reopening for the health and safety of customers, volunteers and staff. They will be reopened as part of following stages.

What requirements are there for entry?

The following conditions of entry apply:

- maintain physical distancing of 1.5 metres from others
- upon entry, use hand sanitiser and scan your library membership card as you enter to help us capture your contact details in line with Government guidelines.
- If you are not a library member, please record your name and a valid telephone number or email address on the form provided and place it in the box provided.

Why do you need my details for entry and what will you do with it?

NSW Department of Health guidelines require libraries to record and store the name and phone number of staff, volunteers and visitors for a period of 28 days for tracking purposes. This information will be stored, and disposed of, confidentially and securely.

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What about branches that are usually opened on weekends?

To help manage the staged plan for reopening, no branches will be opened on weekends. This will be regularly reviewed with a view to opening weekends in the following stages.

What in-branch services are available?

- ✓ Browse and borrow items
- ✓ Collect reservations
- ✓ Return items via after-hours chute
- ✓ One hour access to public computers
- ✓ Cashless Printing and copying only
- ✓ Free document scanning
- ✓ Wi-Fi access
- ✓ Limited JP services

All other in-branch services remain unavailable.

What about 'Select and Collect'?

This service has been discontinued. You can now reserve items through the [online catalogue](#), [the library app](#), or phone your local branch to organise your reservations for pick up.

Please note: Reservation fees apply: for items currently on loan; \$2 per item or; \$1 per item for seniors and children (under 18).

With branches reopening can I still get items delivered to my house?

All '[Click and Deliver](#)' requests have been finalised and the service has been discontinued. .

If you live locally and are not able to visit a branch for any reason contact us to discuss whether you can access our [Home Library Service](#). This includes customers who have mobility issues, considered high risk or required to self-isolate.

What about payments and other Council services?

Council Customer Services will be available at Erina, Lake Haven, The Entrance, Tuggerah and Woy Woy Monday to Friday, 9.30am-4.30pm. All Council services usually offered at these locations will be accessible for your convenience.

In consideration for the health of both staff and customers, only cashless payment will be accepted. Transactions can be processed by EFTPOS, cheque or credit card.

How do I use the cashless system to print and copy items?

Customers should send print jobs through to the printer as normal. They should then go to the library service desk and pay for their printing via EFTPOS or credit card, staff will release your print jobs manually.

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Charges for 2020-21 are:

- A4 Black and white - \$0.20 each
- A3 Black and white - \$0.60 each
- A4 Colour - \$1.50 each
- A3 Colour - \$2.50 each

Please note: A new cashless system is currently being trialled in some of our libraries. This will allow you to upload credit to your library card to use for printing and photocopying. Instructions for printing are available in affected branches.

Are there changes to the use of public internet computers?

A reduced number of public internet PCs will be available for use to maintain social distancing requirements and allow for adequate touchpoint cleaning.

Bookings will be limited to a one hour session per customer per day. A 15-minute express option will also be available. Bookings are required and we strongly encourage you to book in advance to avoid disappointment due to limitations.

Staff can only provide minimal assistance at the terminals in order to maintain social distancing.

Can I access Wi-Fi?

All library branches have free access to ticketless Wi-Fi with a daily limit of 5GB.

Will mobile charging stations be available for use?

Our recharge stations are available to use, for free. However, we do respectfully ask that you also keep in mind the needs of fellow customers and adhere to social distancing requirements.

Can I access the local and family history resources?

As we are unable to provide specialised in-branch support, Local and Family History resources will not be available for customers to use at this stage. For Family or Local History queries, please email History@centralcoast.nsw.gov.au

Will visits be time limited?

Time limits will not apply to visits in general, however there are limits to the number of customers allowed in each branch. We ask customers to please make your visit one hour to allow other patrons the same opportunity to use the branch.

What customer restrictions have been put in place?

There will be a limit to the number of people visiting branches to meet the requirement of one person every 4m². This will vary across branches based on the size of each library.

How will customer limits be checked?

Staff will count people in and out. They will note the number of people inside the

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branch at any one time and allow customer access within the safety guidelines.

Can I work or study in the Library?

We encourage all customers to limit their time in branches to one hour to enable all users access to the building.

Will newspapers be available to read while waiting to be served?

Not at the moment. You can read back-copies of the Central Coast Express Advocate online through our [eLibrary](#).

What about regular programs and events?

Our regular in-branch programs remain on hold in order to comply with social gathering and distancing restrictions. Some events and programs have moved online. Book your place by calling 4304 7500 or via centralcoast.nsw.gov.au/libraryevents.

What about children's program?

All children's programs remain on hold. You can tune into our digital Storytime online via the Coast Connect YouTube channel at centralcoast.nsw.gov.au/youtube.

Keep an eye on our website for upcoming school holiday online programs.

Now that branches are open are all my items on loan due for return?

We understand you may not be able to return items immediately for a number of reasons. You may be able to hold onto any items you have for a little longer – check your account through our [online catalogue](#) or via our [Library app](#) for return dates or to renew items. You can call your local branch for assistance as well.

Can I still return items to any branch?

Yes, you can borrow from, and return to, any of our 11 branches. You can also reserve items from one branch and collect from another, as per our normal service.

Do I have to go into a branch to return items now?

Branch after-hours chutes remain open 24/7, except on public holidays. We kindly ask you use the after-hours chute when returning items in opening hours, to assist us with **quarantining** of returned items.

I returned my items, but they're still checked out on my account?

Once any items are returned, they sit in **quarantine for three days** before being returned. As such, you will see items are not 'returned' when signing into your account for at least four days.

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Now that branches are open will online content still be available?

Yes, we have an extensive eLibrary available anywhere, anytime via centralcoast.nsw.gov.au/eLibrary.

Some items will become unavailable soon as they were only provided for the duration of our recent closures.

I am already a library member, but I don't know my user name and password?

Your user name is your library card number. You can find this on the back of your card under the barcode [Including upper case V or C followed by numbers]. Your password or PIN is your date of birth as an eight-digit number [DDMMYYYY]. If you are still unable to login, please email library@centralcoast.nsw.gov.au or contact your local branch for assistance.

I changed my password and have forgotten it. How do I reset it?

Contact your local library and staff can help you reset your password over the phone. Alternatively send an email to library@centralcoast.nsw.gov.au and we will reset it for you.

What about other Council services?

To find out what other Council services are now open and for ongoing updates visit centralcoast.nsw.gov.au/council/council-news/covid-19-information

Any other questions or feedback?

Please contact your local branch during business hours or email your enquiry to library@centralcoast.nsw.gov.au.

Contact us:

- Bateau Bay: 4350 1580
- Erina: 4304 7650
- Gosford: 4304 7500
- Kariong: 4325 8155
- Kincumber: 4304 7641
- Lake Haven: 4350 1570
- The Entrance 4350 1550
- Toukley: 4350 1540
- Tuggerah: 4350 1560
- Umina Beach: 4304 7333
- Woy Woy: 4304 7555
- Email: library@centralcoast.nsw.gov.au

Connect with us on Facebook:

Join our Facebook groups for the most up to date information. Join one or all four. Just make sure you answer the survey questions when you join for your request to be accepted.

- [Children @ your library](#) – for parents, carers and educators of babies, pre-school and primary school aged children.
- [Youth @ your library](#) – for high school aged youth and their parents, carers and educators.
- [History @ your library](#) – for anyone interested in family or local history.

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- [Programs and Events @ your library](#)
– covers everything else we offer to connect, relax and learn.

Request to join via facebook.com/CentralCoastCouncil/groups/. Once accepted make sure you read and abide by the group rules – simply click the 'About' tab to view.