

Reopening of Library branches Frequently Asked Questions



Our Libraries are reopening however your experience may be a little different to what you are used to for a little while. We are taking a staged approach to reopening our Libraries and 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 reopen our facilities in a safe way. We will have increased health and safety measures in place 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.

We look forward to seeing you again soon.

Which branches are opening?

From Monday 15 June most branches will be open. Please note new temporary operating hours Monday to Friday, 9.30am-4.30pm. Kariong Library will be open Tuesday to Friday.

Home Library Service will continue and Bookmobile will commence operation on a limited schedule at the start of July.

Are any branches not open?

The Entrance branch is currently closed while upgrades to the services area is completed. It is anticipated the branch will reopen on Tuesday 23 June.

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 the following stages.

What requirements are there for entry?

The following conditions of entry apply:

- maintain physical distancing of 1.5 metres from others
- use of hand sanitiser upon entry 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 locked box provided.

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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 confidentially and securely.

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
- ✓ 30-minute access to public computers
- ✓ Cashless Printing and copying only
- ✓ Wi-Fi access

All other in-branch services remain unavailable

What about 'Select and Collect'?

This will cease as of Monday 15 June, with the Library's normal reservation system recommencing. You can reserve items through the [online catalogue](#) or phone your local branch to organise your reservations for pick up

Please note: Reservation fees will recommence on Monday 15 June. For items currently on loan \$2 per item will apply or; \$1 per item for seniors and children (under 18).

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

The last day for '[Click and Deliver](#)' requests will be Sunday 14 June, with all outstanding reservations to be delivered over the following two weeks.

The Entrance Library customers will be able to continue Click and Deliver until the branch reopens on 23 June.

If you live locally and are not able to visit a branch for any reason contact us to discuss whether you can take advantage of 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 and Tuggerah, 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.

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While restrictions are easing, the relaxation of these measures comes with more stringent processes and guidelines for social distancing and safety. We will be steadily working through the gradual return of services in other locations and will look to reopen these in a way that is safe and cost-effective.

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 service desk and pay for their printing via EFTPOS or credit card, staff will release your print jobs manually.

Charges for 2019-20 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 these charges are valid until 1 July 2020.

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 cleaning between use.

Bookings will be limited to one 30 minute 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.

Equipment will be sanitised between use. 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

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your visit 30 minutes 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 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 30 minutes 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 the July school holidays online program.

Now that branches are starting to reopen 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 and may have borrowed multiple items during self-isolation. You will 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, excluding The Entrance, will remain open 24/7, except on public holidays. If you are returning items to branches that have reopened during operating hours, we kindly ask you still use

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the after-hours chute 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.

Now that branches are reopening 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.

I have tried ringing my library branch phone number, but it is busy. What should I do?

Library staff are in branches to take calls, however, there is an unprecedented demand on our systems. Try sending us an email to library@centralcoast.nsw.gov.au and library staff will get in touch to assist with your enquiry.

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

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- Umina Beach: 4304 7333
- Woy Woy: 4304 7555
- Email:
library@centralcoast.nsw.gov.au