

FAQ Frequently Asked Questions

COVID-19 Library Branch Closures



All Council library branches are **closed to the public until further notice**, in response to the rapidly evolving COVID-19 coronavirus and most recent government directive to shutdown non-essential services in New South Wales. Our priority during this uncertain time is to help protect the health and wellbeing of our community and staff.

Closing the library branches presents new challenges for staff and the community. This guide is intended to address some of the practical aspects of closing libraries. It will be updated as required in response to changes in the situation.

FAQ

How can I return my library items?

All library items can still be returned to any branch via their after-hours returns chutes which remain open 24/7.

When are my items due?

All items will be automatically renewed until the branches reopen.

Can I still borrow from the library?

Our [eLibrary](#) is continuing to operate 24/7 and we are investigating options to expand our online collection in response to increased demand and are actively looking for new ways

to bring you events online as well as other innovative ways to connect our community. eBooks, eAudiobooks, eMagazines, music streaming and activities for children are just some of the many online resources available.

Do I need to be a member to use your digital content?

Yes. If you are not a member you can join online at centralcoast.nsw.gov.au/membership

The good news is the usual three month temporary membership period has been suspended until branches re-open, providing you with continuous, full access to the [eLibrary](#) over the closure period.

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]. You can also call your local branch and our friendly staff will be happy to help.

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

You can still contact your local library as staff will be present to help you reset your password over the phone so you can start enjoying all our [eLibrary](#) has to offer immediately.

Alternatively send an email to library@centralcoast.nsw.gov.au and we will reset it for you.

I don't know how to borrow digital books. Can someone help me?

Library staff are available to assist you to download books and access other online services; phone or email us to ask for assistance. We are also updating our user guides to provide step by step instructions in a print format.

I like to borrow print books and DVD's. Can I still borrow from the physical collection?

While our branches are closed our physical resources are unavailable as we seek to follow current health recommendations. The health and safety of staff and the community is our priority.

I visit the library every day to read the newspaper. Do you have any newspapers available?

Print copies are currently unavailable, but you can read the Central Coast Express Advocate online through our [eLibrary](#). There is three month delay from date of publication. The

NSW State Library as online newspapers on their [eResources](#) page, including community languages papers available through PressReader. You can use your library card to access these or join the NSW State Library online on their portal if you are a temporary member.

What other online resources can I access with my Central Coast Council library card?

The eLibrary provides access to a range of online subscription databases, plus a selection of useful and authoritative web sites including:

- **Studiosity**
Study support for all levels of students from Year 3 to university.
- **Antiques**
Carter's Price Guide
- **Books and Reading**
eBooks, eAudiobooks, eMagazines, reading recommendations and Literary Reference Centre Plus
- **Computer skills**
Online technology training from Goodwill Community Foundation (GCF)
- **Encyclopaedia and General Knowledge**
Britannica Library for all ages and World Religions
- **Geography and the Environment**
World Geography and Culture Online, Green File, Central Coast Waterways, State of the Environment

Wyong: 2 Hely St / PO Box 20 Wyong 2259 **Gosford:** 49 Mann St / PO Box 21 Gosford 2250

P: 1300 463 954

E: ask@centralcoast.nsw.gov.au **W:** centralcoast.nsw.gov.au

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- **Health**
Better Health Channel, Drug information, MSD Manual
- **History**
Ancient and Medieval History
- **Hobbies and Craft**
- **Languages**
Learn a new language or learn English as a second language with Mango
- **Legal Information**
Find Legal Answers, The Australasian Legal Information Institute, Federal Register of Legislation, Hot Topics, the Law Handbook, NSW Case Law NSW Legislation
- **Newspapers and Magazines**
Australian and New Zealand Reference Centre, Trove
- **Peer reviewed journals**
Academic Search Premier, MasterFILE Complete
- **Science**
Science Reference Centre
- **Family History**

You can also visit 'Your Library at Home' at sl.nsw.gov.au/your-library-home where the NSW State Library has linked their online content for people to access at home. Look here for a new book to read, a binge-worthy podcast, inspiring stories, or a fun activity to do at home.

How do I register my Central Coast library card with NSW State Library?

Have your Central Coast library card number handy and visit sl.nsw.gov.au/research-and-collections/get-library-card. Scroll to the bottom of the page where you will find a link 'Register your public library card' - follow the prompts to gain access to NSW State Library online resources.

My child is missing Storytime, are you offering anything similar online?

Story Box Library is available through our [eLibrary](#). Here you can find well-known Australian personalities reading children's books aloud – much like library Storytime. Use your library card number and password to access this amazing resource.

I have tried ringing my library branch phone number, but it is always busy. Are library staff there?

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

We miss you...

We miss you too and are developing new ways to connect and deliver our programs and activities safely. Register your email address to receive the latest updates and new initiatives from the library.

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Contact us

- Bateau Bay **4350 1580**
- Erina **4304 7650**
- Gosford **4304 7500**
- Kariong **4325 8155**
- Kincumber **4304 7641**
- Lake Haven **4350 1570**
- Toukley **4350 1540**
- Tuggerah **4350 1560**
- Umina Beach **4304 7333**
- Woy Woy **4304 7555**

E library@centralcoast.nsw.gov.au

Keep up to date:

Central Coast Library Service website - scroll to the bottom of the page to register your email address with us
centralcoast.nsw.gov.au/libraries

Central Coast Council – COVID-19 information
centralcoast.nsw.gov.au/council/news/helpful-information-on-covid-19

NSW Department of Health – COVID-19 information
health.nsw.gov.au/Infectious/diseases/Pages/coronavirus.aspx

Quick Links:

Join the Library

centralcoast.nsw.gov.au/membership

Visit the eLibrary

centralcoast.nsw.gov.au/libraries/elibrary

NSW State Library – access to newspapers, more eBooks and other online information
sl.nsw.gov.au/

NSW State Library – Your Library at Home
sl.nsw.gov.au/your-library-home

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