

FAQs Gloucestershire Libraries reopening – updated 23/09/2020

Can I visit the library?

Like many other council services, Gloucestershire County Council has a phased approach to re-open libraries in line with Government guidelines, when it is safe to do so.

The libraries listed in the table below are open for customers to browse, borrow and make bookings to access library computers. When visiting a library you will need to wear a face covering.

Bishops Cleeve (from 28 th September)	01242 672217	https://www.gloucestershire.gov.uk/libraries/find-a-library/bishops-cleeve-library/
Charlton Kings Library	01242 243413	https://www.gloucestershire.gov.uk/libraries/find-a-library/charlton-kings-library/
Cheltenham Main Library	01242 532686	https://www.gloucestershire.gov.uk/libraries/find-a-library/cheltenham-including-childrens-library-local-studies/
Churchdown Library	01452 712504	https://www.gloucestershire.gov.uk/libraries/find-a-library/churchdown-library/
Cinderford	01594 822581	https://www.gloucestershire.gov.uk/libraries/find-a-library/cinderford-library/
Cirencester	01285 659813	https://www.gloucestershire.gov.uk/libraries/find-a-library/cirencester-library/
Coleford	01594 833351	https://www.gloucestershire.gov.uk/libraries/find-a-library/coleford-library/
Dursley	01453 543059	https://www.gloucestershire.gov.uk/libraries/find-a-library/dursley-library/
Fairford Library	01452 712504	https://www.gloucestershire.gov.uk/libraries/find-a-library/fairford-library/
Gloucester (from 28 th September)	01452 426973	https://www.gloucestershire.gov.uk/libraries/find-a-library/cirencester-library/
Hesters Way	01242 514969	https://www.gloucestershire.gov.uk/libraries/find-a-library/hesters-way-library/
Hucclecote Library	01452 619577	https://www.gloucestershire.gov.uk/libraries/find-a-library/hucclecote-library/
Longlevens Library	01452 525952	https://www.gloucestershire.gov.uk/libraries/find-a-library/longlevens-library/
Nailsworth Library	01453 832747	https://www.gloucestershire.gov.uk/libraries/find-a-library/nailsworth-library/
Newent Library	01531 820447	https://www.gloucestershire.gov.uk/libraries/find-a-library/newent-library/
Prestbury Library	01242 234540	https://www.gloucestershire.gov.uk/libraries/find-a-library/prestbury-library/
Stonehouse Library	01452 583737	https://www.gloucestershire.gov.uk/libraries/find-a-library/stonehouse-library/
Stow-on-the-Wold	01451 830352	https://www.gloucestershire.gov.uk/libraries/find-a-library/stow-on-the-wold-library/
Stroud	01453 751651	https://www.gloucestershire.gov.uk/libraries/find-a-library/stroud-library/

Tetbury	01666 502258	https://www.gloucestershire.gov.uk/libraries/find-a-library/tetbury-library/
Tewkesbury	01684 293086	https://www.gloucestershire.gov.uk/libraries/find-a-library/tewkesbury-library/
Winchcombe Library	01242 602772	https://www.gloucestershire.gov.uk/libraries/find-a-library/winchcombe-library/
Wotton Library	01453 842115	https://www.gloucestershire.gov.uk/libraries/find-a-library/wotton-under-edge-library/

Please note the libraries will open with new opening hours – please check online or telephone the library before planning a visit.

<https://www.gloucestershire.gov.uk/libraries/covid-recovery-reopening-and-service-availability/>

Collection Services: All other libraries are offering collection services for the Reserve & Collect, Off the Shelf request service, and Ring & Read request services.

Some sites are also used to deliver Registration Service and therefore allow this important service to be more easily delivered too. The latest information on opening times and collection services can be found on the website here:

<https://www.gloucestershire.gov.uk/libraries/covid-recovery-reopening-and-service-availability/>

When will more libraries open?

Further library sites will reopen as they are made safe and ready. In order to create social distancing in our libraries, we have to make physical changes to the buildings and the library layout.

What access will I have to Public computers and print?

You can book up to 50 minutes computer use as a member of Gloucestershire Libraries. You can book up to 3 sessions in advance. Printing will be available at the library.

How do I book a computer?

Library computers are available at selected sites and can be booked using the online booking system (Netloan) or by telephoning one of the libraries which are offering this service. You will be able to book up to three days in advance and will be able to book a maximum of 3 sessions. The link for making bookings is: <http://www.gloucestershirelibraries.org.uk/netloan/login.aspx>

You will need your library card number and pin to make a booking.

The libraries offering computer access are listed above.

Please be aware that there will be reduced availability of computers to allow for social distancing and cleaning to take place.

What safety measures will be in place in libraries?

- Social Distancing with signs, markers and staff to support this – please note there may be queues at some libraries
- Layout changes and one-way systems to support social distancing
- Restrictions on the numbers of people in a library building
- Staff hygiene and minimal handling of stock when selecting items
- Increased cleaning regimes for equipment used
- Installation of Perspex screens at library counters
- Introduction of “Track and Trace” recording
- Measures introduced to reduce cash handling
- Items of stock will be quarantined for 72 hours on their return. Because of this items will remain on your library account for at least an additional 3 days after you have returned them and you will not incur fines for this.
- Wearing face coverings will be mandatory in libraries for customers and staff (exemptions apply).
- All sites have been risk assessed and are Covid 19 secure.

Are community libraries reopening?

Please check the website of your local community library:

<https://www.gloucestershire.gov.uk/libraries/find-a-community-library/>

What are the different request services on offer?

Off the shelf – we select you collect:

- You complete an online form stating the type of books or other items you would like and staff then select on your behalf from the stock held at the library you have chosen.
- You will then receive an email asking you to choose a time slot for collection. Find the online form at <https://gloucestershire.spydus.co.uk>

Reserve & Collect:

- Search the online catalogue (<https://gloucestershire.spydus.co.uk>), find the items you wish to borrow and reserve them.
- When the item(s) arrive at your selected library, you will receive an email asking you to select a time slot for collection.

Ring & Read:

- If you do not have internet access you will be able to call your local library from those listed and request the type of stock or title required that can then be collected.
- Libraries will normally be staffed 9am-5pm but have an answerphone available if staff are not able to get to the phone.

What will happen when I come to collect my items?

You will have booked a 30 minute slot. A small number of other customers may have also chosen that slot so there may be a small queue to collect items but social distancing and queuing will be in place and clearly marked. A staff member will ask for your name and library membership number and you will be passed your items. Please bring a bag or container with you. The items you are given have been handled by staff but staff will regularly wash hands and handling of stock is kept to a minimum.

How long will my item/s be issued for?

Once an item has been selected for you it will be issued for 4 weeks. You will then be contacted to book a collection slot.

I have unexpected books showing on my account, what should I do?

If you have placed any reservations or an "Off the Shelf" request then library staff may have loaned the items to your account in anticipation of your collection slot. This helps to reduce unnecessary handling of the books. You should receive an email prompting you to book a collection slot. We have recently resolved a problem with reservations where emails were not being sent. If the item on loan to you is one you have reserved then you can contact the library direct to confirm that it is there before booking a collection slot. (Phone numbers can be found via the above link)

I had reserved an item and the reservation is no longer showing in my reservation list in my account. Why is this?

The reservation may have been cancelled. We are sorry if this has happened. Please place a new reservation. Unfortunately when we transferred to the new library management system a number of reservations for items published in the first half of 2020 were not successfully transferred to the new system and we have not been able to reinstate these reservations.

How to I know when my books/ items are due for return?

You can check your account online and see the due date. You can then renew items if required. Most item due dates have been extended until at least the end of August.

Will I be fined for any overdue books/items?

No fines will be applied for books that were due back during lockdown. However, as we are now reopening libraries and have drop boxes to return items out of hours at most libraries fines will be reintroduced from 1st October. Please check your account online, in a library or by telephone to avoid any fines occurring.

Can I return books/ items via a book drop/letterbox?

All but three libraries have a book drop or letterbox. Please return any items you have on loan and no longer require. It will be clearly marked where to return items and please respect social distancing when doing so. Please be aware that libraries are working through backlogs of returned books and some may be in a temporary quarantine. If your returns do not disappear from your account straight away please give allow 5 working days before contacting us.

Can I return books to any library or does it have to be the library I borrowed from?

You can return books to any Gloucestershire Library. All but 3 libraries have drop boxes to return items can be returned outside of opening times.

I am aware of someone who does not have internet access. How can they access the library service?

We have launched the Ring & Read service. Please telephone one of the re-opened libraries to discuss with a member of the library team. We can take your request and telephone when the items are ready to collect.

What's happening with the Summer Reading Challenge this year?

As you may have heard, this year's Summer Reading Challenge, Silly Squad, is taking place online. It is running until 30th September 2020. Visit the Silly Squad website to join the challenge. <https://summerreadingchallenge.org.uk/>

Can I join and become a new member of the library?

Yes, it is easiest to join online if you can. Please verify your account by clicking the link in the email you receive to confirm your registration. You can use the online library without having to collect a membership card from a library.

I am unable to access your library account, what should I do?

We have a new catalogue! If you are unable to get into your library account please check that you are accessing the correct website and make sure to update your bookmarks/favourites to: <https://gloucestershire.spydus.co.uk/> If you try to access the old "capitadiscovery" catalogue you will get error messages when you try to log in. We are working on getting the previous catalogue taken down.

Can I apply for a Concessionary Bus Pass?

This service is currently suspended in libraries. Please contact the Bus Pass unit for advice:

Bus Passes (ITU) (buspasses@gloucestershire.gov.uk)

01452 426265

Can I donate some books to the library?

We are currently unable to accept any donations. With COVID measures in place we do not currently have the capacity to store, sort and catalogue donated items. Apologies for any inconvenience this may cause.

Can I use the Local Studies Library in Cheltenham?

The building where Local Studies is based is closed. However, we are offering an online service for any local history enquiries. Please email your enquiry to:

We also have lots of online resources on the Virtual Reference Library, including Ancestry, which you can access as part of your library membership. Some of these services you can access from home using your Library card number and pin. For more information please see the following web page:

<https://www.gloucestershire.gov.uk/libraries/digital-services-library-computers/virtual-reference-library/>