

Library click and collect service

17 June 2020

Libraries in North Somerset are preparing to offer a limited non-contact “Click and collect” service at some sites. While libraries remain closed to customers, this service is permitted in the Government recovery timeline. The underlying principal is safety first.

Process

- Residents place orders in advance of collection by contacting their local library by email or phone, indicating their reading tastes and preferences. They will not be able to reserve specific titles in the first instance.
- Staff select up to 6 items for the customer.
- Customers collect items at a pre-arranged time from outside the library.

Library staff will be following strict safety guidelines including regular hand-washing and 2m distancing. Full risk assessments have been carried out, involving staff and health and safety colleagues. Returned library books will be quarantined for a minimum of 72 hours, in accordance with PHE guidelines. There will be no face-to-face contact with customers and customers will not enter library buildings.

Books are available in Large Print format and on CD as well as regular format. Parents can order and collect books for their children. Customers can ask a friend or family member to collect for them. Plans are being made to resume book deliveries for housebound users where library volunteers are available.

Timeline:

orders taken for the following libraries from 18 June (tbc)

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| • The Campus | • Pill | • Yatton |
| • Clevedon | • Portishead | |
| • Nailsea | • Worle | |

Collection timeslots available from the week commencing 21 June.

It is not yet possible to offer this service at the For all Healthy Living Centre, Weston, Winscombe, Congresbury Community or the Mobile Library. Discussions around how to support these communities are ongoing.

All these arrangements are dependent on the success of maintaining social distancing and safe practices and the progress with the country's journey through the lockdown-easement measures. Should the Government revise the measures and reintroduce more stringent lockdown controls this service may be suspended.

North Somerset libraries will continue to offer their popular digital services including free eBooks, eAudiobooks, newspapers, magazines and comics. Libraries are helping people to stay connected through social media, with online

Rhymetimesessions, book chat, culture links, local history photos, a weekly craft project and other resources to support mental health.

For more details about library click and collect see www.n-somerset.gov.uk/librarycollect

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