

Mobile Library

We are contacting you to let you know that the mobile library will soon be open for browsing. The service has been operating on a Click & Collect basis since July. We have spent this time making the changes needed to ensure that customers are able to visit us again in a COVID-secure environment.

The vehicle will be open for customers from Monday 19 October. No new Click & Collect orders will be taken after this date, although if customers have previously arranged to collect Click & Collect items, these will still be available.

We have had to make some changes in order to ensure the safety of our staff and customers. We are communicating these directly to customers where we can, and we wanted to let you know as well. We ask that, where possible, you could help to promote the service on your website and social media.

- We will only be allowing a limited number of people on board at a time. Numbers will be restricted to either one person, one bubble or one family group at any one time.
- In order to allow as many people to use the service as possible, we ask that customers minimise their time on board, choosing books as quickly as they can.
- This means that people may have to queue for a short time before they can board the vehicle. A traffic light system will show people when they are able to enter.
- If people only need to return items, they will be able to do so without queuing by dropping the items in the return boxes outside the vehicle.
- All customers must wear a mask while they are on board the vehicle, in keeping with government guidance (unless they are medically exempt).
- All customers must sanitise their hands upon boarding the vehicle, using the sanitiser provided.

- Libraries are required to keep records of all visitors for Test & Trace purposes. If people have downloaded the NHS Covid-19 app, they can scan the QR code on entry to the vehicle. If they do not have access to the app, our staff will take details. Details are kept for the required 21 days and then securely disposed of.
- Customers must maintain a 2-metre distance from others outside their bubble or family group when they are in the queue or on the vehicle.
- Staff on board have limited capacity to take reservations at present. We are asking people to place reservations themselves via the LibrariesWest website www.librarieswest.org.uk. If they are unable to do so, they can email us at mobile.library@n-somerset.gov.uk or call 01275 888 864 and we will do our best to help.
- We are unable to safely operate our step lift whilst maintaining social distancing. If circumstances mean that it is not possible for someone to access any of our libraries in person, including the Mobile Library, they can email library.volunteers@n-somerset.gov.uk or call 01934 426 657 as they may be eligible for our Home Library Service.

We understand that these changes will change people's experience of visiting the mobile library, but they are necessary in order to keep our staff and customers safe and enable as many people as possible to use the service. We need everyone's co-operation in following the above guidance.

If you would like more information on the mobile library service, please do not hesitate to contact us. The timetable can be found here <https://www.n-somerset.gov.uk/my-services/libraries-leisure-open-spaces/libraries/library-services/bringing-library-you/mobile-library>. We look forward to safely welcoming our customers back on board.

Best wishes,

Richard, Sarah & Louise
The Mobile Library Team.