

Library Services and Important Safety Information

Library services are open for order and collection only. We are following national guidance and this means that we have to limit the number of people visiting our sites to ensure safety for all customers and our staff. If you are attending a site, please note the following safety information:

- Do not visit us if you are displaying any symptoms of coronavirus or if you have been in contact with someone who has symptoms – just call us to rearrange your appointment if symptoms display.
- Please adhere to social distancing at all times.
- Please visit alone where possible unless you need to bring a carer or companion.
- You may have to queue so please be prepared in accordance with the current weather conditions.
- Please note that vending machines, printing, scanning, photocopying, newspapers, and electoral registers are not currently available for use at our customer service and library sites.

Order and Collect Service - In this initial phase of opening, for customer and staff safety, we will be operating an order and collect service only. You will only be able to drop off borrowed items and collect pre-ordered items at the door - there is no provision to browse books or drop in. You can reserve items by any one of the following ways:

- On the library catalogue: library.eastriding.gov.uk
- On the East Riding Libraries App (this can be downloaded free from the App Store or Google Play)
- Hand in a list at your local branch
- Call or email your local branch - visit www.eastridinglibraries.co.uk/find-a-library for more details

Reservations - For reservations online or on the app - we are currently unable to notify via email or text when items are ready to collect, but your online account will show when items are available at your branch so we recommend logging in to check the status of your order.

For all other reservations - your local branch will call you to arrange a collection time. Please do not come to collect items unless you have been contacted and arranged a time slot. Your time slot will be shared with other customers so you will still need to join the queue.

Returns - You do not need a time slot to return items. Please join the queue and return your items which will be quarantined for 72 hours before being cleaned and returned to shelves. Items will remain on your account for the quarantine period. We have increased borrowing limits to 24 items and the loan period to 35 days to support this.

New Members – You can join the library free online at eastridinglibraries.co.uk/memberships. If you do not have internet access, you can also join by calling your local branch.

Caddy Liners - An appointment is NOT required for the collection of caddy liners.

Council enquiries - Most council enquiries can now be dealt with safely and easily by telephone or online. This includes renewals and applications for blue badges. Please call **01482 393939** and an advisor will be able to discuss your enquiry with you and if required, arrange an appointment at your nearest centre, or visit us online at www.eastriding.gov.uk