

## Tameside Libraries Reopening - FAQs

Which libraries are now open?	Ashton, Droylsden, Dukinfield and Stalybridge. We plan to reopen Denton, Hattersley, Hyde and Mossley on 12 October 2020.
What are the opening hours?	Link to <a href="#">opening hours</a>  Please note Open+ will not be available in this phase of re-opening.
What safety measures are in place?	We have a range of measures in place to help keep customers and staff safe from Covid19 infection. This includes providing hand sanitiser, limiting numbers of people in each library and queuing if necessary, Perspex screens at counters, encouraging people to self-serve, two-metre markings, and one way systems where appropriate. Customers and staff are required to wear face coverings.
Will I need to wear a face covering?	Library customers are required to wear a face covering to help reduce the risk of spreading Covid-19 infection and protect the community.  Face coverings became mandatory in an extended list of public indoor settings, including libraries on 8 August 2020. This is in addition to shops, supermarkets and public transport.
Will I need to queue?	We are limiting the number of people allowed in the library at one time to help maintain social distancing. At busy times you may need to queue outside, or for services within the library. Staff will be on hand to help people access the library as quickly as possible.
Can I use a PC? Are they clean? Can I have extra time on a PC?	Yes you can use a pc, though we have reduced the number of pcs to ensure safe social distancing. For more information <a href="https://www.tameside.gov.uk/libraries/Covid19#PCBookings">https://www.tameside.gov.uk/libraries/Covid19#PCBookings</a>
Can I print?	Yes. However to ensure you are able to do this please <a href="#">book a PC</a> in advance.  Please have correct change available for payment.
Can I photocopy?	Yes, but only at <b>Ashton Library</b> where coin operated self-service photocopying is available.  Please have correct change available for payment.
Are Denton, Hyde, Hattersley and Mossley Libraries open?	These libraries are planned to re-open on 12 <sup>th</sup> October.

Can I come in to read Newspapers / Magazines?	There won't be any physical copies of newspapers and magazines in libraries. However we have an excellent choice of <a href="#">digital newspapers and magazines which</a> customers can use free of charge.
Is it safe to borrow books?	All returned books will be quarantined for 72 hours as per Public Health England guidelines when returned by customers. Library staff will wash or sanitise their hands regularly. Customers will be asked to sanitise their hands when entering the library.
Can I study in the library? Or sit down to read, use Wi-Fi or meet with friends?	As the number of people in the library at one time is limited we are encouraging customers to make their visit as quick as possible. For this reason tables and chairs have been removed from libraries, and there are no study facilities for the time being.
Can I reserve books?	We have resumed the book reservation service at libraries which are open ( <a href="#">insert link</a> ). This service allows you to reserve specific titles.
What is Click and Collect?	As part of our limited reopening, we now operate a <a href="#">Click and Collect</a> system. Libraries are offering to put together a collection of up to 6 books based on your preferences for you to collect from any open library.
What is the Home Library Service / can I register?	The <a href="#">Home Library Service</a> offers delivery of library materials to people who are unable to leave their homes. It's being resumed on a non-contact basis service and eligibility will be extended to include those who will still struggle to get to the library due to health and wellbeing issues.
How do I join the library?	The best way to join currently is online <a href="#">here</a> . If you've had a Library Card before, there's no need to re-join, just give us a call and we can update your account. Or you can visit a library.
Can I join the library online?	Yes you can. Please see the <a href="#">online joining</a> information page
I am worried that my items on loan will be overdue and I will have fines owing?	All items which were due for return on a date after 19 March 2020 (the date that our libraries closed) have been renewed until the first day the library is open after 31 October 2020 Please be reassured you will not accrue any fines between 19 March and 31 October 2020
Can I just return my books? My library books are from a Tameside Library that is not currently open- can I return them?	You can return books from any Tameside Library to another Tameside library. If you are only returning books and do not want to enter the library, whenever possible we will take them off you at the door as quickly as possible.

Will Open+ be available?	Open+ access will not be operating in this phase of reopening.
I'd like to use eBooks eMagazines eNewspapers	Find out about all our <a href="#">eReading</a> resources.
Can I bring my children to the library?	<p>We look forward to welcoming families in our libraries; however in busy periods queuing to enter may be necessary.</p> <p>We ask that parents or carers ensure any children in their care maintain 2 metre social distancing from other users.</p> <p>For these reasons children under 12 must be accompanied by an adult.</p>
Will you be running events and activities, Readers Groups, Lively Library Clubs or other Groups?	For the time being we will continue to provide a range of activities online. These are advertised via our website and <a href="#">Facebook</a> page. You can also learn about upcoming events by registering for email alerts by contacting <a href="mailto:information.direct@tameside.gov.uk">information.direct@tameside.gov.uk</a> .
Is the Local Studies Library open?	Local Studies and Archives plan to reopen on the 13 October 2020. For more information see (insert hyper link <a href="https://www.tameside.gov.uk/archives">https://www.tameside.gov.uk/archives</a> )
Is the Museum / Art Gallery open?	Portland Basin Museum and Astley Cheetham Art Gallery plan to reopen on .the 14 October 2020. For more information see ( <a href="https://www.tameside.gov.uk/museumsgalleries/portland">https://www.tameside.gov.uk/museumsgalleries/portland</a> <a href="https://www.tameside.gov.uk/museumsgalleries/astleycheetham">https://www.tameside.gov.uk/museumsgalleries/astleycheetham</a> )
Will you be reviewing the services you provide at any time?	We will review the services we are able to offer periodically; the safety of our customers and staff is our highest priority. We will follow relevant Government and Public Health guidance at all times.
Can I have documents verified at the library?	We are not currently able to offer this service at libraries. We advise you to contact the specific service direct to receive advice on the procedure for verification.
Can you check my Blue Badge application at the library?	<p>We are not currently able to check and verify Blue Badge applications at the library.</p> <p>You can send your application and supporting documents to Stalybridge Civic Hall, Trinity St, Stalybridge, SK15 2BN, or Dukinfield Town Hall, King St, Dukinfield, SK 16 4LA clearly marked as Blue Badge application.</p> <p>Library staff can forward the paperwork on your behalf, so long as it is in a sealed and addressed envelope. However there can be a significant delay in it reaching its destination.</p>
Can I still get food waste bags from the library?	Yes subject to availability, 1 roll per household.