

Tameside Libraries Restricted Services from 5 November 2020 FAQs

Which libraries are now open?	From Thursday 5 November until 2 December (re-opening date to be confirmed) Tameside Library buildings will be closed for general use and browsing - however online services, the order and collect services and the Home Library Service will continue. There will also be strictly managed access to public PCs in library buildings to assist with essential activity such as job applications, benefit claims and digital access to other public services.
What are the opening hours?	Please see our opening hours
Can I come in to browse and select my own items?	No. From Thursday 5 November until 2 December Tameside Library buildings will be closed for general use and browsing. However you can request reading material to collect at the door by prior arrangement.
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, Perspex screens at counters, 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.
Can I use a PC? Are they clean?	Strictly managed access to public PCs in library buildings will continue. Access will be available for essential activity only, such as job seeking, benefit claims and digital access to other public services. PCs are cleaned after each user https://www.tameside.gov.uk/libraries/Covid19#PCBookings
Can I print?	If you are using a PC for essential purposes, you may print. Please have correct change available for payment.
Can I photocopy?	Photocopying will not be available

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.
Can I reserve books?	We have resumed the book reservation service at libraries which are open. This service allows you to reserve specific titles. When they become available a member of staff will contact you to arrange a collection appointment.
What is Click and Collect?	We are offering a Click and Collect 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 Home Library Service 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 here . 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. If you cannot join online please phone a library and they will make arrangements with you.
Can I join the library online?	Yes you can. Please see the online joining 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 31 October have been renewed until 15 December Please be reassured you will not accrue any additional fines whilst we are in this second period of lockdown
Can I return my books?	You can return books from any Tameside Library to another Tameside library. Simply place them in a box or trolley at the library entrance (during staffed periods). Please note returned books are quarantined for 72 hours before they are taken off your library account.
Will Open+ be available?	Open+ access will not be operating.
I'd like to use eBooks eMagazines eNewspapers	Find out about all our eReading resources.
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 Facebook page. You can also learn about upcoming events by registering for email alerts by contacting information.direct@tameside.gov.uk .