

Tameside Libraries Reopening - FAQs

Which libraries are now open?	Ashton, Droylsden, Dukinfield and Stalybridge
What are the opening hours?	Link to opening hours 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, and encouraging people to wear face coverings, one way systems and 2 metre markings.
Will I need to wear a face covering?	In England, you must by law wear a face covering in the following settings: <ul style="list-style-type: none"> • Public Transport • Shops and Supermarkets as of 24 July 2020 <p>Customers are required to wear a face covering to help reduce the risk of spreading Covid-19 infection and protect the community.</p>
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?	Link to https://www.tameside.gov.uk/libraries/Covid19#PCBookings
Can I print?	Yes. However to ensure you are able to do this please book a PC in advance. Please have correct change available for payment.
Can I photocopy?	Yes, but only at Ashton Library where coin operated self-service photocopying is available. Please have correct change available for payment.
Why aren't Hyde, Hattersley, Mossley and Denton Libraries opening?	Four Tameside libraries – Ashton, Droylsden, Dukinfield and Stalybridge have reopened initially, based on their size and layout and capacity to allow for social distancing. Learning from the reopening of these four libraries and Home Library Service will be monitored and reviewed. Further libraries may be

	reopened and services re-introduced at a later date as part of the phased approach. However 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 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 digital newspapers and magazines which 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 coming into 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.
What is Click and Collect?	As part of our limited reopening, we now operate a Click and Collect system. Ashton, Droylsden, Dukinfield and Stalybridge Libraries are offering to put together a collection of up to 6 books based on your preferences for you to collect.
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. Or you can visit a library.
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 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 August. (Bank Holiday Monday) Please be reassured you will not accrue any fines between 19 March and 31 August 2020
Can I just return my books? My library books are from a Tameside Library that is not reopening- can I return them?	You can return books from any Tameside Library to a library which is open . 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 eReading 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 Facebook page. You can also learn about upcoming events by registering for email alerts by contacting information.direct@tameside.gov.uk .
Is the Local Studies Library open yet?	Local Studies and Archives are not yet open. However Local Studies staff are continuing to provide a service, and there are details of online local studies materials on their webpages including contact details.
Is the Museum / Art Gallery open yet?	<p>The museum and art gallery are not yet open.</p> <p>However Museum & Gallery staff are continuing to provide a service online and there are details of online museum and gallery materials on their webpages including contact details.</p>
Will you be reviewing the services you provide at any time?	Learning from the reopening of the four libraries and Home Library Service will be monitored and reviewed. Further libraries may be reopened and services re-introduced at a later date as part of the phased approach. However 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.