

From the Surrey Library Service:

WE'RE REOPENING OUR LIBRARIES WITH YOU IN MIND

From 6 July, we'll begin to reopen our libraries. The first libraries we will reopen are: Camberley, Dorking, Woking, Staines, Redhill, Horley, Epsom, Egham, Oxted, Farnham, Weybridge, Godalming and Guildford. Our absolute priority is keeping you and our staff safe. That's why we're taking great care to put a range of measures in place.

Safety and social distancing measures.

We are introducing comprehensive safety and social distancing measures. These will include:

- rigorous cleaning in our libraries and hand sanitiser provided at library entrances.
- limiting the number of customers in our libraries at any one time.
- clear signs asking you to observe social distancing.
- protective screens at counters where you need to interact with our staff.
- separating returned items from the rest of the stock for 72 hours in line with Public Health England advice.
- reducing the amount of contact needed. Services which require close contact such as event and activities, use of public PCs and bus passes will be temporarily paused or moved online.
- introducing a new self-issue system giving you the option to borrow items via your smart phone in the libraries that are open.

Which services are we offering when we reopen?

You will have the choice to:

- request books for free in advance using our reservation service and pick them up from your nearest open library*
- use our new 'Ready Reads' service: tell us what you like to read, our team will handpick books for you, ready to collect from your nearest open library*
- visit us to browse a selection of stock and choose what you want to borrow.
- ask about our Library Direct Home library service if you or someone you know is a vulnerable member of the community.

* reservation service and 'Ready Reads' only available from 6th July.

Which in-branch services are now available online?

- now available online via our Facebook and YouTube Channel are rhymetimes, storytimes and craft activities.
- look out for our new online summer events programme.
- join the library online for free.
- book a basic IT help session.
- access a large range of free ebooks, eaudio, emagazines and eresources.

Which services are paused at this time?

- public PCs and printing.
- bus passes and blue badges.
- use of study spaces, seating areas and meeting rooms.
- newspapers.
- face to face events and digital buddy sessions.

Visiting Surrey Libraries with confidence

- When you arrive - There may be a queue. Please be patient, staff will be on hand to assist you.
- When you enter and exit - please use the hand sanitiser provided or your own sanitiser to clean your hands.
- Moving around the library - please follow the directional arrows to guide you around the space. Always remember to maintain a safe distance.
- When you browse - please select your items quickly to help minimise queues. Go on your own and limit your visit to 30 minutes if you can.
- When you borrow and return - please use the self-service machines or your smart phone for borrow, return and renewals. Remember our staff will always be happy to help.
- Paying for items or services - make payments by card wherever possible. Cash can be taken through self-services machines.

With kind regards,

Susan Wills,
Service Manager Libraries and Heritage
Surrey Libraries