

Our Library and Customer Service Centres re-opened Monday 18 May. We are excited to have community members visiting our centres, but things are not quite back to normal as yet.

Keep reading to find out everything you need to know about our re-opening.

When will my branch be open?

Council Libraries and Customer Service Centres will re-open from Monday 18 May during normal operating hours: 8.30-11.30am and 12.30pm-4.30pm.

Community members can continue to call Council's Contact Centre on 1800 696 272 between 8.30am – 4.30pm.

How many people are allowed in the library or customer service centre at one time?

Under the Queensland Government's Roadmap to easing Queensland's restrictions, Council Libraries and Customer Service Centres will re-open from Monday 18 May 2020. The maximum number of people in each facility taking into consideration public floor space will be as follows during Stage 1:

- Biggenden Library and Customer Service Centre: 6 (plus staff)
- Eidsvold Library and Customer Service Centre: 8 (plus staff)
- Gayndah Library and Customer Service Centre : 8 (plus staff)
- Monto Library and Customer Service Centre: 8 (plus staff)
- Mundubbera Library: 8 (plus staff)
- Mt Perry Library and Customer Service Centre : 6 (plus staff)

What social distancing measures are in place?

Social distancing practices and measures will be in place. All visitors should take care to maintain a distance of 1.5 metres between other customers and staff. Our staff will also be observing strict social distancing and will remain 1.5 metres away from you at all times including whilst on the Library floor.

How will I know how many people are inside?

It would be appreciated if customers before entering could take a quick glance of the centre prior to walking through the facility to see how many people are present and already lining up.

If capacity has been reached, we ask that you wait outside (and observe social distancing) on the designated standing points until someone leaves the facility.

How long can I stay in the library?

Due to the low numbers allowed inside the library at this stage, we encourage you to complete your transactions and exit the facility as soon as possible.

If there are people outside waiting to use the facility, our staff will request that customers finalise their browsing and borrowing as soon as possible to allow other community members to enter. We appreciate your understanding and patience during this time.

What can I expect when I arrive at the Library and Customer Service Centre?

Each Library and Customer Service Centre will be slightly different. Please take note of any signage, and as always, our friendly team will be on hand to assist you. A hand sanitising station will be available at the entrance of each centre for your use.

We would appreciate if customers:

- Do a quick scan of the facility before entering to see how many people are already present or lining up.
- If our centres are at full capacity, please line up at the designated points out the front of our centres. Our Libraries would then be via a rolling entry – one person out, one person in.

- Maintain the required social distance (1.5 metres)
- Use hand sanitiser on their entry to and exit from the Library
- Do not enter the Library if you feel unwell
- Take care not to touch items unnecessarily
- Limit your time spent in the library

Are all the Library services available now?

Our services are currently limited to ensure public safety of our customers and staff.

The following restrictions will be in place:

Library

- A limited number of public computers will be available for customer to use for 30 minutes per day. Customers will need to book to use a computer by either calling Council on 1300 696 272 or in person. Self-service printers will be operational in most centres. Our staff are still available to assist you, however, they will maintain a distance of at least 1.5 metres at all times. Due to restricted access, we request that our public computers are used for essential services e.g. email, internet, research and printing. Recreational activities such as gaming is not supported at this time.
- Our meeting rooms, Nintendo Wii, children's toys and newspapers will be unavailable.
- Extended face-to-face tech-help support sessions will not resume at this stage, however, short tech help support is available at our counters for 10-15 minutes.
- All library programming is suspended and will resume at a later date.
- First 5 Forever Storytime is unavailable – stay tuned as we take Storytime online!
- Cashless transactions. Cheque/eftpos accepted.
- Meeting rooms will be unavailable and social gatherings are not permitted e.g. Bookclubs meetings
- Library toilet and family room facilities will be unavailable.

Customer Service

- Cat trap hire and dingo scalp/pig snout bounty is unavailable
- Smart Service (QGAP) functions will resume in full in Mundubbera and Eidsvold.
- Services Australia (Centrelink and Medicare) will resume in full in Biggenden, Gayndah and Mundubbera.

Can I ring the Library to request books rather than visiting the Library?

Our Libraries are happy to receive your book requests by phoning Council on 1300 696 272 or email admin@northburnett.qld.gov.au if you would prefer not to come into the Library for an extended period.

Once you have provided your order list, our Library staff will reserve items on your behalf and attempt to access titles in the Library. There will be items that we will need to source from RLQ Libraries across the State, which may take some time.

Once your items (or selection of items) are available, you will then receive a notice via email to advise that your items are ready for collection (or phone if email is not available). We ask that you then come in to collect your items from the Library.

How long will it take to receive my reserved library items (e.g. books)

We are expecting delays with library items being circulated between our Rural Libraries Queensland Network. Our team will be doing our best to circulate material as fast as possible as well as Libraries across the state. We appreciate your patience and understanding during this time.

Inter-Library Loan requests will also be delayed with Libraries across Australia are at different stages of resuming library services.

Does the restriction on people accessing the Library and Customer Service Centre include children?

Yes. You are able to enter with your children as long as the total number of people in the Centre are not above the maximum limits allowed. Due to the low numbers allowed in a Centre we would encourage you to attend with as few people as possible.

Can staff still assist a customer with a computer or printing enquiry?

Yes, but we will be observing strict social distancing. We will be able to help from a distance of at least 1.5 metres.

I've had a book on loan since before closure, do I need to return it?

All loans were extended until 30 June 2020. We are happy for customers to return any items that they have finished reviewing prior to this time. These can be returned in the after-hours chute at the entrance to each library or in the returns box inside.

How many items (e.g. books) can I borrow?

Our extended borrowing limits will continue to apply during stage 1 and 2 easing of restrictions.

Library members are encouraged to take advantage of additional borrowing privileges where they can borrow double the number of physical items on their account (restrictions apply on audio-visual equipment and magazines). This means adult and children members can borrow up to a total of 16 items on your Library account. For example:

- 16 Books; or
- A combination of books, magazines (up to 4) and audio-visual items (up to 8) e.g. DVD's and audiobooks

How long can I borrow my items for?

Once we re-open on Monday 18 May, our borrowing timeframes return to normal – 28 days.