



*From Monday 9 November Whitehorse Manningham Libraries will be able to welcome up to 10 visitors at a time.*

We are excited about seeing everyone in person again but our library services will be delivered a little differently while restrictions are still in place.

Each library will have a concierge who will greet you on arrival and provide all the assistance and direction needed to complete your visit. As we are only able to welcome 10 people at a time, we are asking everyone to limit their visit to 30 mins and please be patient if there is a queue.

When you are in the library you can join, browse, borrow, photocopy or print. For now, we are not offering newspapers, meeting rooms or study spaces in our libraries. We are working within government regulations and will have these services open to you as soon as we can. Please follow our [Facebook page](#) and sign up for our e-news for more information.

**ONLINE SERVICES  
WILL CONTINUE**

**ASK A LIBRARIAN**  
phone or email assistance

**ONLINE PROGRAMS & EVENTS**  
see events guide online

**E-LIBRARY COLLECTIONS**  
visit [www.wml.vic.gov.au/elibrary](http://www.wml.vic.gov.au/elibrary)

**26 OCTOBER 2020**

**2 NOVEMBER 2020**

**9 NOVEMBER 2020**

- ✓ **CLICK & COLLECT**  
Place free reservations online. When you are notified that items are ready, call branch to arrange a time to collect.
- ✓ **BOOK RETURN CHUTES**  
open 24/7 at all branches
- ✓ **HOME DELIVERY FOR VULNERABLE/SELF ISOLATING**  
Contact library staff by phone to arrange home delivery if you are in a vulnerable category or self-isolating.
- ✓ **E-LIBRARY**  
1000s of digital collections and services, visit [wml.vic.gov.au/elibrary](http://wml.vic.gov.au/elibrary) to access all for free
- ✓ **ONLINE ADULTS AND CHILDREN'S EVENTS**

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- ✓ **OUTDOOR IN-PERSON EVENTS & PROGRAMS**

- ✓ **PUBLIC ACCESS TO THE LIBRARY**  
10 people at a time to join, return, browse, and select items. Visits limited to 30 minutes.
- ✓ **PREPARED PICK UP**  
Place free reservations online or call library staff to choose for you so your selection is ready and waiting.
- ✓ **PUBLIC COMPUTERS/PRINTING/PHOTOCOPYING**  
Maximum 30 minutes, one session per day
- ✓ **BOOK RETURN CHUTES**  
open 24/7 at all branches
- ✓ **HOME DELIVERY FOR VULNERABLE/SELF ISOLATING**  
Contact library staff by phone to arrange home delivery if you are in a vulnerable category or self-isolating.
- ✓ **OUTDOOR IN-PERSON EVENTS & PROGRAMS**

**WHAT WILL  
BE AVAILABLE**

**WHAT IS  
NOT AVAILABLE**

- ✗ **PUBLIC ACCESS TO THE LIBRARY**
- ✗ **MEETING ROOM BOOKINGS**
- ✗ **IN-PERSON EVENTS & PROGRAMS**

- ✗ **PUBLIC ACCESS TO THE LIBRARY**
- ✗ **MEETING ROOM BOOKINGS**

- ✗ **MEETING ROOM BOOKINGS**
- ✗ **STUDY/READING SPACES**
- ✗ **NEWSPAPERS**

# FAQ

## Opening hours?

Modified opening hours.

Please see library [website](#) for details.

## What services will be available?

Joining the library, borrow items, return items (via chutes), use a public access computer, access photocopying and printing.

## Can I prepare ahead for my visit?

Yes. We strongly recommend preparing ahead before you come. Reserve items online to have them ready and waiting for you. Or phone and ask staff to put aside/select material on your behalf.

## Do I need to return my books/pay fines in order to borrow?

No. All of our library chutes are now open which means you are welcome to return if you would like to. You will not be asked to pay fines during this period before borrowing new material.

## Will home delivery service continue to be available?

For vulnerable or self-isolating residents of Whitehorse and Manningham only.

## Can I book a computer?

It will not be possible to make a computer booking prior to entry into the library. Once in the library you can make one booking per day for 30 minutes. You will also be able to print during your session.

## What are the conditions of entry?

Masks are a mandatory requirement for entry. All visitors to the library will be asked to provide their name and contact phone number for contract tracing if the need arises. Details will be stored for 28 days.

You will be asked to limit your visit to a maximum of 30 minutes and to abide by social distancing guidelines from others - at least 1.5m. Do not visit the library if you are feeling unwell or have been in contact with a confirmed COVID case. All visitors will be asked to use hand sanitiser prior to entering the library.

## Can children visit the library?

As we are limited to allowing up to 10 visitors at a time, we recommend that you nominate one representative from your family to attend the library if possible. Children are always welcome but as they are included in the 10 person limit you may have a longer wait time if they join you.

## Can I read or study in the library?

No. Initially you will not be able to sit and read or study in the library. Newspapers will not be available.

## Will staff be able to assist me with the computer/printing/photocopying?

Due to physical distancing requirements, computers/printing/photocopying will only be available for independent use. Staff can give you explanations or directions from a distance for you to complete your tasks.

## Is it safe to visit the library?

All library users and staff are expected to practice social distancing at all times. Patrons will have access to hand sanitiser before they enter the library and upon leaving. Upon return items are quarantined for 48 hours and staff are cleaning and hand sanitising regularly. All surfaces in the library are being cleaned regularly, and contact points on places such as shared computers are cleaned after each patron. Although these precautions should reduce the risks for both patrons and staff, if you are concerned about the risk please do not visit the library.

### WHAT WE ASK FROM YOU



Contact any branch or view website for more information  
[www.wml.vic.gov.au](http://www.wml.vic.gov.au)

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