LIBRARY SERVICE UPDATE, AS OF 1 JUNE 2020

We are excited to let you know that Moorabool Libraries at Bacchus Marsh and Ballan will be re-opening from Monday 1 June but with limited services. Many public libraries across the state will have different timelines and will have different services on offer initially. Moorabool Shire Council has decided to offer the following limited services and we are all working in the best interests and safety of both our staff and our community.

OPENING HOURS:

- For the first 2 weeks, Monday 1 - Friday 12 June, Lerderderg Library will be open Monday – Friday, 10am – 4pm. The library will not open on Saturdays. In order to access the library, you will need to call the library to book in a visiting time to collect items. For Lerderderg Library please call 5366 7100 #5.

- Ballan Library will open as normal on Monday (1-5pm), Wednesday (9.30-1pm) and Friday (9.30-4.30pm). The library will not open on Saturdays. Due to social distancing guidelines there will be a limit of 2 people in the library at any one time. In order to access the library, you will need to call the library to book in a visiting time to collect items. To contact staff at Ballan Library please call 0419 519 650.

SERVICES TO BE PROVIDED:

Initially we will only be open for collection of items as follows:

- CALL/CLICK & COLLECT includes:

  o **Collection of Holds.** We encourage you to place holds on items from Central Highlands Libraries. When you are advised the items have arrived, you will need to call the number as advised above to make an appointment for collection. Currently it is not possible to place holds on items from outside Central Highlands Libraries. A tutorial will be provided on our website to show you how to place holds if you have not used this option previously.

  o **Staff selecting items on your behalf:** Give the library staff a call on the number as advised above and ask us to put together a bag of resources for you and your family eg. a bag of picture books for the kids, a bundle of your favourite magazines, a bag of crime or romance novels. When it’s ready for you to collect, we will ring you to make a time to collect them, all checked out on your library card and ready to go! You can also call us with specific titles you would like us to track down for you, again these can only be from Central Highlands Libraries

  o **PRINTING SERVICE:** At this stage there will be no access to public PCs or Wi-Fi. You can however call us to arrange printing and collection of documents.

Lerderderg Library: 53 66 7100 #5
Ballan Library and Rural Library Van: 0419 519 650
- **REturns**: Given the need to quarantine returned items for 48-72 hours, returns will only be accepted via the external returns chute. (detailed instructions will be provided on the external chute so please read them carefully)

- **MOBILE LIBRARY VAN**: Given the size of the van, there will be no access to hop on/hop off services. Arrangements can be made (through contacting Ballan Library) for the mobile library to deliver resources to its usual stops

- **HOME LIBRARY SERVICE**: will continue as usual

- **Wi-Fi** will be available from outside the building.

**RESTRICTIONS IN PLACE:**

- As with most other public libraries across the state there will be no opportunity at present to browse our collections.

- At this stage no access to public PCs

- There is no seating available in the library as you are only able to visit to collect resources.

**PLEASE REMEMBER:**

- Practice good hygiene and social distancing. (Hand sanitiser will be provided upon entry)

- You must bring Identification or your library card to collect your items or printing. You will be required to advise staff of your name and contact details on entering the library for DDHS health tracking should this be required.

- Only place holds on items from Central Highlands Libraries, we are currently unable to access SWIFT items.

- Online events will continue so tune in to our Facebook page for Storytime, Bedtime Storytime and a heap of craft activities.

- Due to the limited numbers we can have in the library at any one time, it is vital that you ring and make a time before you visit. We are unable to allow access without an appointment time.

- Library visitors are asked to follow the direction of staff and signage in branches, and be respectful of the rules that are in place to keep everyone safe.