



Whitehorse
Manningham
Libraries

open for discovery

COVID-19 UPDATE

Whitehorse Manningham Libraries are now open.

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.

When you are in the library you can join, browse, borrow, read, study, photocopy or print. For now, we are not offering newspapers or meeting rooms in our libraries. We are working within government regulations and will resume all our services 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

31 DECEMBER 2020

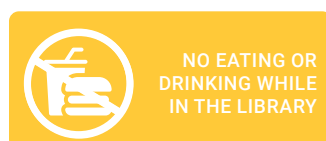
WHAT WILL BE AVAILABLE

- ✓ **PUBLIC ACCESS TO THE LIBRARY**
Public access to the library to join, borrow, browse, study and read. Visitor limits will apply in relation to the size of each branch.
- ✓ **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 one hour.
- ✓ **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**
- ✓ **STUDY/READING SPACES**
- ✓ **ONLINE EVENTS AND PROGRAMS**
Join us online for Author talks, writing workshops and School holiday programs
- ✓ **NEWSPAPERS**

WHAT IS NOT AVAILABLE

- ✗ **MEETING ROOM BOOKINGS**

WHAT WE ASK FROM YOU



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, read and study.

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?

Yes. You will also be able to print during your session.

What are the conditions of entry?

Face Masks are mandatory while visiting the library, unless exempt from doing so. All visitors to the library will be asked to provide their name and contact phone number for contact tracing if the need arises. Details will be stored for 28 days.

You will be asked 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?

Children are always welcome.

Can I read or study in the library?

Yes, limited study and reading areas are open.

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 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.