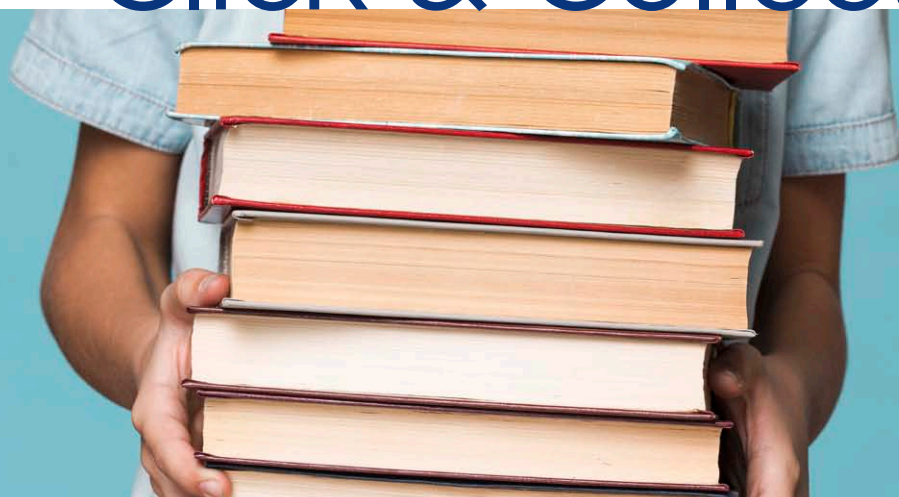


# Bayside Libraries

## Click & Collect - FAQ



Click  
&  
Collect

### Are Bayside Libraries open from 1 June?

Bayside Library branches are open for Click & Collect from Monday 1 June 2020.

### What is Click & Collect?

Library members with a valid Bayside Library Card or the Card App on their phone, can reserve up to 10 items for collection from any of our locations.

#### Our locations are:

Arncliffe Library	11 Firth Street, Arncliffe	Phone: 9562 1816
Bexley North Library	24 Shaw Street, Bexley North	Phone: 9562 1814
Brighton Library	24 Moate Avenue, Brighton Le Sands	Phone: 9562 1812
Eastgardens Library	152 Bunnerong Road, Pagewood	Phone: 9366 3888
Mascot Library	2 Hatfield Street, Mascot	Phone: 8338 0313
Rockdale Library	444-446 Princes Highway, Rockdale	Phone: 9562 1821
Sans Souci Library	104 Russell Avenue, Sans Souci	Phone: 9562 1817

### How do I reserve an item?

Log into your account at <https://library.bayside.nsw.gov.au> and reserve up to 10 items. If you need assistance reserving items, contact the library at [enquiry@bayside.nsw.gov.au](mailto:enquiry@bayside.nsw.gov.au) or ring your local branch between 10am and 3pm from Monday to Friday.

### When can I pick up my reserved items?

Our libraries are open 10am – 3pm Monday to Friday, except Brighton Le Sands, which is open 10am – 3pm on Tuesdays and Thursdays only.

Customers must wait to be notified by the library that some or all of their items are ready for collection.



## **How will I be notified that my reservations are ready for collection?**

You will be notified by email or phone.

## **How long will my reservations be held for me?**

Your reservations will be held for 10 days.

## **Do I have to wait for all my reserves to become available for collection?**

Once you have been notified by email or phone of one or more of your reserved items being ready for collection you can come to pick them up.

## **How will I return my items?**

Please return items to the outdoor return chute at your local branch.

## **Can I use any other library services, pick up extra books or study in the library when I come to collect my reservations?**

Bayside libraries remain closed at this time. The Click & Collect service is part of our transition plan towards reopening our libraries.

## **What safety measures are in place for Click & Collect?**

Library items are quarantined for 24 hours after their return in line with Covid-19 safety guidelines. Social distancing measures apply and hand sanitiser will be available for use.

Staff will assist customers individually and clean all used equipment.

We ask you not to come to the library if you feel unwell and/or have flu-like symptoms. Staff will ask customers to leave if they are obviously unwell.

## **What if I am housebound and cannot use Click & Collect?**

Please contact our Home Library Service by email at [home.library@bayside.nsw.gov.au](mailto:home.library@bayside.nsw.gov.au) or call 9366 3888 for more information on how to join this service which delivers books to your home.

## **If I'm not a member, can I join the library?**

If you are not a library member, you can join at <https://library.bayside.nsw.gov.au> and receive a temporary membership. As a temporary member you can access our electronic resources such as e-books and movie streaming.

## **When will the library return to normal opening hours and services?**

At this time we do not know when we are able to resume normal opening hours and offer all library services. The library will gradually extend its opening hours and offer services over the coming weeks in line with further easing of COVID-19 restrictions and health and safety protocols.

We do not have a date for reopening our libraries at this stage. We are in the process of preparing and installing the relevant controls within our libraries to ensure Government guidelines can be adequately met.

For more information visit: <https://library.bayside.nsw.gov.au>

 Visit library's Facebook page for streaming of programs and updates on our services

