**Libraries reopening plan.**

**Update on libraries already reopened**

The first phase of libraries reopening commenced on 6th July with 13 libraries reopening. This ensured that we had at least one library open in every borough and included our biggest and busiest sites.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Libraries that reopened on 6th July** | | | | | |
| Dorking | Horley | Egham | Weybridge | Farnham | Camberley |
| Epsom | Oxted | Staines |  | Godalming | Woking |
|  | Redhill |  |  | Guildford |  |

**Customer Feedback**

We have seen customers come from all over the county to access these facilities, keen to have books and the library back in their lives. We have seen customers express how the library and reading helps them cope with their mental health, how they rely on the library for access to books and information and how happy they are to have them reopen. Customers have been very understanding and willing to comply with the measures and have been enquiring daily on when their local library will reopen.

We have had had over 23,000 visits in and 41,000 book issues in the first two weeks, alongside our continued digital events programme.

**Staff Feedback**

Some staff have been concerned about returning, but as the days have passed they have become more familiar with the new ways of working and have got back into a routine.

**Ready Reads**

When we reopened, we also launched a new Ready Reads service – where our staff select books according to customers preferences. This is submitted through an online form or via a phone call, then all the customer has to do is simply collect their books from their nearest open library. The service has been very successful and is growing daily – we have seen 225 Ready Reads orders in the first 15 days.

**Next Phases**

Please be aware that we are working towards our full published opening hours for our libraries but these will be built back up over time based on additional capacity needed to manage the measures in place and staff availability due to factors outlined below.

The next phase of our reopening plan is as follows:

**Weds 29th July**

* Following a pilot at 3 libraries, we will restart computer use again at the 13 libraries already reopened. There will be a reduced number of PCs available to ensure safe use. That will include social distancing measures, limits on the time spent on a PC (1 hour compared with the normal 2), the requirement to book a session (in advance or on the day) and cleaning of equipment between users.

**Mon 3rd August**

* We will reopen a further 12 libraries offering a click and collect door service (no public in the building) allowing customers to return their items and collect Ready Reads and reserved books. These libraries are:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Libraries reopening on 3rd August offering click and collect and returns** | | | | | |
| Banstead | Caterham Hill | Chertsey | Dittons | Ash | Knaphill |
| Bookham | Reigate |  | Hersham |  |  |
| Ewell |  |  | Walton |  |  |
| Leatherhead |  |  |  |  |  |

**From Mon 17th August**

* The libraries that reopened on 3rd August (see above) will move to offering a limited browsing, borrow, return and PC service with public allowed back into the building
* On the same date a further phase of libraries will reopen offering click and collect door service allowing customers to return their items and collect Ready Reads and reserved books. These libraries have not yet been confirmed but it is anticipated that they will be:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Libraries reopening on 17th August offering click and collect and returns** | | | | | |
| Ashtead | Caterham Valley | Shepperton | Cobham | Cranleigh | Frimley Green |
| Horsley | Merstham | Stanwell | Esher | Haslemere | Lightwater |
|  |  | Sunbury | Molesey |  | West Byfleet |
|  |  |  |  |  |  |

**From Tues 1st September**

* The libraries listed above that are reopening on the 17th August will offer a limited browsing, borrow, return and PC model subject to staff availability, further updates to guidance and any local lockdowns. This includes revised HR guidance regarding shielded and vulnerable staff, the restart of schools and other childcare settings, and current local and national guidance which all may impact on staff availability.
* We are working individually with our Community Partnered Libraries to discuss their own reopening plans. We will provide further updates as those plans come to fruition.

Throughout all this we are reviewing the services we have paused to see how they might be resumed in a safe way, working on our local lockdown plans,