

# Looe Library and Information Service

## from Tuesday 7 July 2020

Although the building will remain closed to customers, we are pleased to be able to increase upon the service we have been providing during COVID lockdown.

Customers will be able to reserve books on-line.

When reservations are available we will contact customers personally by telephone or email.

A mutually convenient collection time slot will be agreed during the normal Tuesday to Friday Library opening hours. (Please note collections are not possible on Saturdays for the time being.)

We will issue books to customers' tickets so that they are ready at the agreed time.

If customers get an automatic message to say that their books have arrived, we ask them not to turn up until a time slot has been agreed with us.

When customers call to collect their books in the agreed time slot, they should please ring the door-bell and we will hand their books out via a table outside the door.

If customers are unable to use the on-line reservation system they can ask us to choose books on their behalf. This will be from the stock currently in the building. They can then collect their books by booking a time slot as above.

If customers wish to make contact with us they can do so by phone on Tuesdays and Thursdays between 9.30 am and 5 pm, and on Fridays between 9.30 am and 1.30 pm. Telephone number 01503 262390. Or they can make contact by email [looe.library@liscornwall.org.uk](mailto:looe.library@liscornwall.org.uk). Emails will be monitored during the times given for telephone calls only, so please bear with us if you do not get a quick reply.

We will be taking further steps towards resuming our full service as soon as we are able to do so safely and following current guidance.