

LibrariesWest

Library Announcement

Dear Library Member,

We are delighted to let you know that we are taking steps to link library customers to items which were requested prior to lockdown and which customers would still like to borrow.

However, please note that we are not yet able to re-open our online reservation system whilst we clear the backlog of requested items which have been in limbo since late March

No outstanding reservations? Skip to the end of this message for other important information.

Reservations placed prior to lockdown

It is going to take longer than usual for us to find and deliver items that you have requested, and we ask for your patience as we adjust our processes to ensure that they are Covid-19 secure. Where an item that was requested is only located in a library which remains closed, it will not be possible to supply it yet. If you requested collection/pickup from a library that is closed, we will be unable to supply it.

Not sure whether you still want to borrow the item you requested? Please log on to your library account at www.librarieswest.org.uk and cancel anything that you no longer need, to help your library service focus resources on items that customers still wish to borrow. If you need a PIN reminder, please go to www.librarieswest.org.uk click on 'Log in' and then 'Forgot my PIN'.

When your item is available you will be contacted by the library to arrange collection. Items are usually held for 14 days

Other Library Changes

As we re-open our libraries, some things may look and feel quite different - click [here](#) to find out more about library services available in

Somerset including the [order and collect service](#) which you can use to request help in finding something to read.

Returning Items

Now that libraries are starting to re-open, it is important that you are aware when your items are due for return.

Check your library account to see when they are due back. You can do this at www.librarieswest.org.uk or by using the LibrariesWest app.

If you need a PIN reminder, please go to www.librarieswest.org.uk click on 'Log in' and then 'Forgot my PIN'.

The majority of loans have been extended to at least 1st September 2020. However, as the return date approaches, you are advised to either return your items or renew them.

You can return items to any library that is open. You can renew via your online account or the library app.

Please be aware that any items that were already overdue on March 18th 2020 that you still have on loan will start accruing overdue charges from Monday 17th August.

Overdue charges were paused between March 18th and August 16th so you will not be charged for this period.

Keeping you reading online

1000's of e books, e audiobooks, and even magazines, newspapers and comics are available to download for free! Whether you're looking for the latest issue of BBC Good Food magazine, today's edition of The Guardian, or a great book to read or listen to just visit www.librarieswest.org.uk for more information.

We've recently increased the number of available titles – more than 800 new e books & 1400 new audio books - so there's now even more choice, with more being added each week!

If you head over to our social media pages, you will see engaging new videos, links and other information each day to suit all ages and interests – from regular story-times for children to gardening tips and health & wellbeing videos. Just

visit www.facebook.com/somersetlibrariesuk or www.twitter.com/SomersetLib

Spread the word!

Tell your friends and family to join LibrariesWest online for free by sharing this link: <https://www.librarieswest.org.uk/join> - a membership number will be generated to enable access to free **e Books, e audio books, e magazines, e comics and e newspapers.**

Once our buildings re-open, new members who have joined online can call in to a library to upgrade their membership so they can also borrow physical items such as books, DVDs and Talking Books.

Yours sincerely, stay safe

Sue Crowley
Strategic Manager – Somerset Libraries



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