

Connect and Collect: How does this new library service work?

The Connect and Collect service is set up for library members to place reservations on library books, which can then be collected from a mobile library van. The van will visit main towns initially and the timetable for the mobile van stops is available on our website.

Reservations can be placed online via the Live Borders Libraries online [catalogue](#), or [App](#). Please [CLICK HERE](#) for the Connect & Collect mobile van timetable in order to tell you where your next collection time and place will be. If you do not have internet access, or would like staff advice re reading materials, please phone 01750 726400.

How many reservations can I place? And is there a charge?

You can place a maximum of 5 reservations at a time. Reservation charges have been cancelled for the Connect and Collect service. In addition to reservations on book stock please be aware that we also offer e-books and e-audiobooks. If you would like further information, please call 01750 726400 and a member of staff will discuss with you.

Is it safe as concerns Covid-19?

Yes. We want to reassure our service users that protective measures are fully in line with the latest Scottish Government and public health advice. All books returned are quarantined for 72 hours before being processed by staff, but there will be some handling in making up your collection, which will involve staff following strict hygiene guidelines whilst also sanitizing the book covers. The books are then bagged and not handled again until you collect them.

As stated above, we are operating in line with Scottish Government advice but you may wish to put your books aside for 72 hours before reading them as an additional precaution - and you can wipe down the plastic covers with anti-bacterial wipes.

How do I search for books and place reservations?

You can search for and reserve books by accessing the library App. Search for 'Iguana Library' in your app store and download. You can also search for a book and reserve it on the Live Borders Libraries website. Click on 'Culture', then 'catalogue' and choose 'search the catalogue and reserve items.' You will need your library card number and PIN/Password to hand.

Alternatively, call 01750 726400 and a member of staff will be able to assist.

Can I return books?

Yes. Please bring them along and post into the returns drop box next to the mobile library.

Can I return books even if I don't want to collect new ones?

Yes. We do hope to accept all returned items. However, if returns volume becomes too much for safe storage on the van, we may have to ask you to hold on to them a little longer.

Will any library buildings be open to the public?

At the moment, Galashiels Library is open for the public. This is required to be booked in advance here; <https://www.liveborders.org.uk/culture/libraries/our-libraries/>.

We are starting to reopen the services indicated by the Scottish Government's guidance, and are doing so through a cautious and gradual approach. Each of our services is continuing to be rigorously tested ensuring safety for our customers and our staff.

Due to the internal layout of some of our buildings, unfortunately they do not meet the requirements for safe distancing, which is of extreme importance and, of course, an absolute priority. We are, however, delighted to launch our Click and Collect library service which is being offered as a means to recommence library services within the Borders.

Galashiels Library and Heritage Hub in Hawick will act as Connect & Collect locations.

Is the normal Mobile Library Service resuming?

The mobile library service will not currently be operating as it was pre lockdown. Initially, one mobile van will act as a collection point for reader reservations in towns which had services available from a static library building - (these buildings are currently closed) - We will be considering other service delivery options for our more rural areas but before opening any other services we need to satisfy certain criteria:

1. That services and buildings can be operated safely for staff and customers.
2. That the service is affordable.
3. That there is a community need that cannot be delivered differently.

All services will be reviewed as regards Scottish Government Covid-19 regulations until the situation changes significantly.

Any Enquiries?

You can send us a message via our website and a member of staff will respond. Click on the link 'Contact Live Borders' and complete the contact form. Alternatively, please call 01750 726400.