

FAQs

Why have libraries in West Sussex been closed and when will you re-open?

We are currently following the latest Government advice and all of our libraries in West Sussex are now closed until further notice. In the meantime, for further information regarding coronavirus [please visit our website](#)

Twitter: [@WSCCLibraries](#)

Twitter: [@WSCCNews](#)

Facebook www.facebook.com/WestSussexLibraries

I have items on loan which are due to be returned what should I do?

We are automatically renewing everything from today and will continue to do so for all the time that libraries are closed. This will include 7 day loans and books that have been requested by other customers.

You **do not** need to phone the renewals line to stop your books and other items from going overdue and you will not incur any late charges or fines for the period that we are closed.

I have overdue items on loan which are incurring late charges/fines. What should I do?

All items currently on loan will have their due dates extended until we are able to re-open libraries. You do not need to do anything to renew your loans and you will not incur any charges or fines for the period that we are closed.

I have checked my library account online (or on the Library App) and my books still show the original return dates, what should I do?

Please don't worry there will be no overdue charges or fines whilst libraries are closed. You can ignore any existing due dates that may show on your library account as these can't be updated whilst our system is suspended. When we are ready to reopen our libraries we will update with new extended return dates to give you ample opportunity to return your library items.

Can I contact my local library by telephone or e-mail while you are closed?

While our libraries are closed, we will try our best to answer phone calls and e-mails from our library customers. Please bear in mind that staffing may be limited and this may not always be possible.

Can I still join the library while you are closed?

Yes you can [join the library online](#) and will be sent an email with your library card number and PIN which will give you instant access to the [eLibrary service](#). The eLibrary lets you download books, audiobooks, magazines, comics and newspapers.

How will I be kept up to date if I am not online?

We will be using a variety of different ways to keep our library customers up to date. In addition to online communication we will use posters, press releases and word of mouth to keep you up to date.

Will regular events and activities such as Baby Rhyme Time continue?

No regular activities will take place while our libraries are closed. [Please visit our website](#) for the latest information.

I have tickets booked for an event at my local library, will this still go ahead?

No events will take place while our libraries are closed. If you have tickets booked for a future event, we will be in touch.

I have a reserved item ready for collection, can I still collect it?

We will hold all West Sussex items and notify customers when they are able to be collected.

Can I still reserve my books on the online catalogue?

Whilst we are closed, no reservations placed online can be collected. However, you can download items from our [eLibrary](#) via our library website

Can I still access other services that operate from my local library?

Services or drop-in sessions offered in libraries by our partners and other agencies will not take place while our libraries are closed.

A friend or family member currently receives their library items via the Home Library Direct service. Will they still receive this service now libraries are closed?

We are currently working on a safe way to continue to deliver a service to our existing Home Library Direct customers and looking at different ways that we can do this while our libraries are closed.

I am a teacher and have ordered a school project loan for next term. Can I still collect it from my local library?

We will be contacting teachers on an individual basis to discuss different options for collection.

I volunteer at my local library. Can I still continue with my volunteer role while the library is closed?

We are currently following the latest Government advice and all of our libraries in West Sussex are now closed until further notice. This means that you will not be able to carry out your role as a library volunteer at the moment, but we will continue to keep you up to date via e-mail and the volunteer eNewsletter.