

## Press Release from Buckinghamshire Council

19 June 2020

# Buckinghamshire libraries launch new Request & Collect service

From Monday 22 June, Buckinghamshire residents will be able to return borrowed books to most libraries. On the same day, Buckinghamshire Council's library service will launch a new Request & Collect service – which will allow library customers to borrow books in a safe, contactless way. Library staff will 'quarantine' all returned books, in line with public health guidelines, before returning them to shelves. And customers won't need to worry about incurring late fines, as all library loans have been automatically extended until Friday 31 July. To find out when each library will be able to take in returns, please check: [www.buckinghamshire.gov.uk/libraries/information-about-local-library](http://www.buckinghamshire.gov.uk/libraries/information-about-local-library). In addition to returns being allowed, a new Request & Collect service will enable customers to borrow physical books again for the first time since late March. Starting on Monday 22 June, an online form will enable customers to tell the library service which type of books they would like, how many, and from which library they want to collect them. For those with no internet access, requests can also be placed over the phone on 01296 382415.

Once a request has been placed, staff at libraries will handpick a selection of books to match each customer and will phone to arrange a date and time to collect them. To ensure safety and social distancing, the books will be issued and placed near the library entrance for collection. Although libraries can't guarantee to find particular titles – they hope to introduce customers to new books and authors.

More information on the Request & Collect service will be available at: <https://buckinghamshire.spydus.co.uk>.

Councillor Gareth Williams, Cabinet Member for Communities & Public Health, commented: "While we work on plans to fully reopen our libraries from Monday 6 July (in line with government guidance), I'm pleased that we're now able to accept book returns from customers. I'm also happy to see the launch of our new Request & Collect service, which will allow our customers to begin borrowing physical books again for the first time in three months.

"I would also like to remind customers that our eLibrary remains available, and we continue to add new eBooks, eAudiobooks, digital newspapers and magazines."

Further information on Buckinghamshire Council's library service is available here: [www.buckinghamshire.gov.uk/libraries](http://www.buckinghamshire.gov.uk/libraries)

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Notes to Editor