

COVID-19 – City of Joondalup Libraries

Modified Services and Times

The City continues to evaluate how it can best respond to relaxed COVID-19 restrictions proposed by State Government. The City's highest priority remains the health and well-being of the community and visitors to the City. Library services have been modified to ensure the City meets the community's hygiene and safety expectations.

Customers will be able to browse freely as well as access public computers and printing facilities.

Many issues have been considered when deciding to re-open the City of Joondalup Libraries, such as the need to ensure equity of access to the library, and maintaining hygiene of public areas.

Therefore, the City of Joondalup Libraries will open to the public in stages.

Joondalup Library – Open hours

Monday - Friday, 9.00am – 5.00pm

Saturday - 9.30am – 1.00pm

Duncraig and Woodvale Library – Open hours

Monday - Friday, 9.30am – 5.00pm

Saturday - 9.30am – 1.00pm

Modified programs and events will commence on **Tuesday 1 September 2020**. Children's and Adult Programs and Events will be offered **online** until restrictions ease.

Whitford Library will remain closed for refurbishment. From **Wednesday 1 July 2020**, Whitford Library's after hour chute and Click and Collect service will also be closed. Whitford Library will reopen November 2020.

The City is unable to take bookings of its library meeting rooms until further notice.

How do I stay up to date with the latest information during the closure?

Members will receive regular communication through the City's eNewsletter whenever possible. To stay up to date with the latest information, follow the City on social media through Facebook or Instagram.

Borrowing Library Items, Renewals and Fines

The due date for all items has returned to 28 days with the possibility of two renewals (conditions apply).

Click and Collect

Click and Collect is a safe, fair, sustainable and custom designed service to provide items to Library customers during the COVID-19 restrictions who wish to maintain social distancing.

- Items that show as available on the website catalogue can be reserved, but you must contact your library to arrange collection of your reserved items.
- Items can be requested via email or phone.
- A maximum of 15 items in total can be borrowed. This includes items already on loan and items borrowed through Click and Collect. Normal lending periods and late fines apply.
- After hour returns chutes are available at Joondalup, Woodvale and Duncraig Libraries.

Call your local branch to arrange a time to pick up your reservations.

Joondalup **9400 4707**, Duncraig **9400 4790**, Woodvale **9400 4180**.

Please note: This service is subject to change based on demand and availability of books.

Click and Collect – Pick Up

Monday – Friday, 10.00am – 5.00pm

Saturday, 9.30am – 12.30pm

Click and Collect – Safety

The City of Joondalup Libraries takes the safety of customers and staff very seriously, especially during these challenging circumstances. This service will be run with minimal customer-staff interaction and all necessary precautions to prevent the spread of the virus have been undertaken.

Please note: If you have a confirmed COVID-19 case, or are showing any symptoms, please do not use this service.

Available resources

With your City of Joondalup Library membership, you have access to several digital services. This includes audiobooks, eBooks, online magazines and a wide range of other free online options.

For a full list of digital services visit the Library's [website](#).

Available resources for children

City of Joondalup Libraries have a large range of online learning and activity options for kids of all ages.

- **KidSpeak** – to learn a range of languages. Fun and colourful.
- **Britannica Library** – Encyclopaedia answers. Includes links to the world's best and safest websites for kids.
- **BusyThings** – to continue your 3-11 year old's learning
- **Story Box Library** – Story time, any time for children 3-12 years.

General Information

Where should I get accurate information about COVID-19?

Please visit the Department of Health [website](#).

Other helpful health resources

- World Health Organisation [website](#)
- State Government Coronavirus [webpage](#) – this site contains the WA Government Pandemic Plan
- COVID-19 (Coronavirus) Multilingual Resource Library [website](#)
- Coronavirus information hotline – **1800 020 080**.
- The Commonwealth Department of Health have a number of resources translated into different languages, should you need these resources visit their [website](#).

For further information contact the City on **9400 4000**, email info@joondalup.wa.gov.au or visit joondalup.wa.gov.au