

**CLICK** and  
**COLLECT**

## Information for Customers

Thank you for your interest in City of Joondalup Libraries Click and Collect service.

Click and Collect is safe, fair, sustainable and custom-designed to provide books to City Libraries customers during the COVID-19 restrictions.

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

### Click and Collect

- Items can be requested via email or phone.
- Items that show as available can be reserved via the website catalogue, but you **MUST** contact your library to arrange collection of your reserved items.
- Customers will be notified by their library of when and where items can be collected.
- To ensure observance of social distancing requirements, items must be collected at the allocated time. This will ensure all customers can collect their items in a safe and timely manner.
- A maximum of 15 items in total can be borrowed. This includes items already on loan and items borrowed through click and collect.
- The loan period is 28 days for all items, however items can be returned through the after-hours chute at each library before this date.

### Safety

The City of Joondalup Libraries take safety of customers and staff very seriously, especially during these challenging times. This service will be run with no customer-staff interaction and will comply with all necessary precautions to prevent the spread of COVID-19.

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

### Information

For general enquiries please contact City of Joondalup Libraries on **9400 4751**, or email [libraries@joondalup.wa.gov.au](mailto:libraries@joondalup.wa.gov.au)

Don't forget you can also use the Libraries online services including eBooks and Audiobooks at [joondalup.spydus.com](http://joondalup.spydus.com)