

## Frequently Asked Questions

### Which libraries can I visit?

From Monday 13 July, Huyton Library will operate a Select and Collect service. This will be extended to Kirkby, Halewood and Prescott from July 27.

### What if I normally use another Knowsley Library?

Don't worry if Huyton Library is not your usual branch. You will still be able to use the Select and Collect service from Huyton Library and then from 27 July you can choose to use it from Kirkby, Halewood or Prescott Libraries.

### What are the opening times?

Opening times [remain the same as before lockdown](#).

### What is Select and Collect?

You will be able to select (pre-order) books by phone, email or using the [library online catalogue](#) and the library staff will have your books ready to collect from Huyton Library at a convenient date and time.

Up to five books can be ordered and if the library staff are unable to supply your first choice of titles, they will supply a substitute if you are happy for them to do so. Loans will be for the usual three weeks.

The collection point will be located in the entrance to the library, where a staff member will have your books in a paper bag ready for you to pick-up.

### How does Select and Collect work?

You can choose one of three ways to order your Select and Collect books from Huyton Library from 13 July and from Kirkby, Halewood and Prescott branches from 27 July.

- Phone Huyton Library on [0151 443 3734](tel:01514433734), Kirkby Library on [0151 443 4289](tel:01514434289), Halewood Library on [0151 443 2086](tel:01514432086) or Prescott Library on [0151 443 5101](tel:01514435101). Have your membership number to hand, and a member of staff will answer your call and take your requests
- Email [Huyton Library](#); [Kirkby Library](#); [Halewood Library](#) or [Prescot Library](#) with your choice of titles, remembering to add your library membership number, and a member of staff will contact you to arrange a convenient collection date and time slot
- Via the [online catalogue](#) you can place a hold on your chosen books in the usual way by entering your membership and pin number. You will then be contacted to arrange a convenient collection date and time slot.

When you order online or by email please make sure your contact details are up to date so we can get back to you to arrange a convenient collection date and time slot.

### Will children's books be available to borrow?

Select and Collect is also available for children's books. Under 12s should have their books collected by an adult.

**Will the books I borrow be safe to handle?**

Yes, all available books will have been quarantined for 72 hours.

**How do I return books?**

There will be a drop off point at the entrance to Huyton library for you to return your books. Drop off points will be introduced at Kirkby, Halewood and Prescot branches from Monday 27 July. Fines or charges have been suspended so don't worry about them being late!

**Are computer facilities available?**

Yes. From July 27, library users can pre-book a session on our public computers at Huyton Library. Please call 0151 443 3734 to make an appointment. These will be time limited slots, and it will be essential that appointments for these are pre-booked. To keep yourself, other customers and staff safe you will be expected to clean the PC before and after use. Cleaning materials will be provided.

**Can I print from the computers?**

Yes. The first three prints will be free of charge. Any additional prints will be charged at 10p each, and the correct change will be required for payment.

**What if I want to use a PC but I'm not already a member?**

Don't worry if you are not already a member, library staff can set you up with an account over the phone so you are good to go before your session.