

# Frequently Asked Questions about the reopening of Glasgow's libraries and community facilities

Thursday 9 July 2020

Glasgow Life has set out a phased approach to the reopening of some of the city's public buildings in response to phase three of the Scottish Government's route map. We've identified 61 venues and facilities which we are aiming to restart across four phases between July and October. Some of these will open to the public, while others will help to maintain essential city services, like childcare, in local communities.

As we prepare for a new way of living and working after Covid-19, our priority will be to ensure the facilities we reopen are safe for our staff and the public in the weeks and months ahead.

## Which venues and facilities are you reopening and when?

- View our list of [venues that are reopening to the public](#).
- View our list of [venues that are reopening for essential services](#).

These dates are based on the Scottish Government's route map. They are indicative and subject to change.

## Why aren't you reopening all libraries and community facilities?

Like every charity, Glasgow Life has been hit hard by Covid-19. The complete shutdown of Glasgow's museums, libraries, community facilities, arts and sports venues for more than three months, together with the cancellation of most of the city's events and festivals this year, means the millions of pounds of income which supports our services has been wiped out.

We're initially prioritising venues and facilities that support childcare and education to help maintain vital services in local communities and to support the city's recovery from the impact of coronavirus in the longer-term. Reopening venues is a complex process and requires careful planning. Current social distancing guidelines mean that a large proportion of our venues are unable to reopen safely, and we may need more staff than before to be working at the venues we're looking to reopen to ensure current restrictions are followed.

Even if social distancing measures are relaxed in future phases of the government's route-map, it's not an exaggeration to say that Glasgow Life is now facing the toughest financial period in its history. Assessing the significant costs associated with adapting our venues to meet social distancing requirements is something that we have to consider in the context of the future sustainability of some of our facilities.

However, the fundamental criteria that will inform which venues and services can restart will be the financial landscape that we will have to operate within for the foreseeable future without the level of income that we previously generated.

## When will you be reopening other libraries and community facilities which aren't on your published list?

Our financial and staffing constraints are unlike anything we've ever faced and mean we are not able to operate all of our venues and services just now; it's simply not possible.

Following this phased reopening between July and October, we will continue to work with Glasgow City Council to review and prioritise which venues and services we can restart or reopen and when, but it's highly unlikely that Glasgow Life will be able to return to anything like its normal service provision in the near future.

Although Glasgow City Council has agreed to support us financially during this difficult period, there are no easy solutions and we haven't got all the answers about what Glasgow Life's service provision will look like during or after this transitional period.

We'll continue to keep in touch with our members and customers as and when any decisions on future service provision are made.

### **Why are your facilities only starting to reopen to the public from August?**

As venues have been closed for several months, we have to plan their reopening in line with the Scottish Government's guidance. Adapting the venues that we are reopening to meet social distancing requirements will take time and we have a responsibility to get it right from the outset. We are also creating new operating practices which prioritise the health and wellbeing of our staff and customers.

This means that we can't just simply reopen our doors: we need to undertake risk assessments, test key building systems, install public sanitizer stations and screens where appropriate, deliver revised hygiene and safety training to our staff, implement new booking systems, and engage with our trade unions.

### **When will The Mitchell Library reopen to the public?**

It is our intention to reopen The Mitchell Library to the public from the beginning of October and, for an initial period, it's likely that we'll require people to pre-book a date and time online in advance. Pre-booking will help us to manage visitor numbers and maintain physical distancing. We will share more information, including the reopening date and details of how to pre-book, via Glasgow Life's website and social channels in due course.

### **Will a full timetable of activities be available when libraries reopen?**

Upon reopening, venues will be operating at reduced capacity and we'll be unable to offer the full timetable of services and activities which were available pre-lockdown. Activities and timetables will be confirmed closer to the opening date of each venue, and these will be shared when available.

### **Can I return my books to the library? If not, will I receive a fine while libraries are closed?**

Due to government guidance, all of our libraries are currently closed and we are unable to accept returns at this time. Any fines incurred during our closure and phased re-opening periods will be waived until December 2020. An extension of that period may be reviewed later in the year.

### **Can I reserve library items while venues are closed?**

No – you can't reserve any physical items until our libraries re-open. However, you can reserve eBooks and eAudiobooks online. We apologise to our members for any inconvenience this may cause.

### **I'm not a library member, but would like to access your online resources. How do I do this?**

Please visit <https://libcat.csghlasgow.org/web/arena/joinlogin> and complete the short online form. You will receive a library card number beginning with UNREG. Please use this and the four digit PIN code you created to access our eReading, audiobook, eMagazine, eMusic and other online resources.

### **I'm a Glasgow Libraries member but I can't find my library card and want to use your e-offer. What can I do?**

If you can't remember your details, please email [stock.development@glasgowlife.org.uk](mailto:stock.development@glasgowlife.org.uk) or call 0141 287 2999 (between 10am and 4pm, Monday to Friday) and we'll be happy to assist with any queries.

**Where can I find out more about the online resources available?**

Please visit <https://libcat.csqglasgow.org/web/arena/elibrary> or any of the following pages for more information:

- eReading: <https://libcat.csqglasgow.org/web/arena/ebooks>.
- Audiobooks: <https://libcat.csqglasgow.org/web/arena/audiobooks>.
- eMagazines: <https://libcat.csqglasgow.org/web/arena/emagazines>.
- eMusic: <https://libcat.csqglasgow.org/web/arena/emusic>.

**How do I contact Macmillan @ Glasgow Libraries during closure?**

Macmillan @ Glasgow Libraries are providing free cancer support online and over the phone during Covid-19. For more information, visit <https://glasgowlife.org.uk/macmillan> or contact the team on 0141 287 2903.

**How do I access Universal Credit support during closure?**

Glasgow Libraries is providing free Universal Credit support over the phone during Covid-19. For more information, visit <https://glasgowlife.org.uk/universal-credit> or contact the team for free on 0808 169 9901.

**Why aren't all community centres reopening?**

We are initially prioritising the reopening of community facilities that support essential childcare, in line with the Scottish Government's decision that childcare provision will return from 15 July. Given this date, Glasgow Life is working with childcare operators to help them reinstate their services as safely and as quickly as possible this month.

**Will those community centres that are reopening for childcare also provide other services?**

No – the reopening of community centres is solely to support childcare and daycare services in the city. No other Glasgow Life services will be provided at this time. Access requests from tenants/third-parties to deliver services deemed essential will be considered in line with the most up-to-date government guidance.

**I have already paid for my community centre let in advance, will I receive a refund?**

Let-holders will not be out of pocket during our closure and we have been contacting let-holders who have paid in advance to discuss reimbursement or membership credits.

**I am a let holder and I need access to equipment currently stored in the centre.**

Please contact the relevant team to arrange controlled access:

- North West: [NWAdminCustServiceHub@glasgowlife.org.uk](mailto:NWAdminCustServiceHub@glasgowlife.org.uk).
- North East: [NEAdminCustServiceHub@glasgowlife.org.uk](mailto:NEAdminCustServiceHub@glasgowlife.org.uk).
- South: [SthAdminCustServiceHub@glasgowlife.org.uk](mailto:SthAdminCustServiceHub@glasgowlife.org.uk).

**What cleaning procedures will you have in place when libraries and community facilities reopen?**

Buildings are being cleaned prior to opening to the public and we will have regular cleaning procedures in place which are appropriate to each venue. Before reopening, all staff will undertake revised training to ensure best practice.

**Will you provide customers with hand washing/sanitisation stations?**

Yes – hand sanitisation stations will be available in reopened venues, though we still advise customers to follow current government guidelines and to wash their hands thoroughly and regularly with soap and water and/or hand sanitizer.

**Will toilet facilities be available in reopened venues?**

Yes – although, as with all areas in our facilities, social distancing measures will be in place.

**Do I need to wear a mask in venues?**

Current Scottish Government guidance advises face masks are worn in public places, but this is not mandatory. If this advice changes, we will follow government guidelines.

**Will café and retail facilities be available in venues which reopen?**

There will be no catering or retail (gift shop) facilities available in our venues when they reopen.

**How can I make a donation to help support Glasgow Life?**

As a charity, Glasgow Life is hugely grateful for the support it has received during the coronavirus pandemic, which has helped us to continue vital work in communities across the city during the most challenging of times. You can continue to help us by donating at <https://forms.glasgowlife.org.uk/Pages/donate.aspx>.

**Ends**