

# Frequently Asked Questions about the reopening of **The Mitchell Library**

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

The Mitchell Library will reopen on Tuesday 27 October, with a limited service

## Why is The Mitchell Library only starting to reopen to the public from October?

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 physical 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 sanitiser stations and screens where appropriate, deliver revised hygiene and safety training to our staff, implement new booking systems, and engage with our trade unions.

## Will you operate normal opening hours?

No – we will be operating reduced opening hours and a limited service at this time. We ask that customers book an appointment in advance of their visit to The Mitchell.

## Mitchell Library Opening Hours (excluding Archives):

Day	Opening times
Monday	Closed
Tuesday	11am – 3pm
Wednesday	11am – 3pm
Thursday	11am – 3pm
Friday	11am – 3pm
Saturday	11am – 3pm
Sunday	Closed

## Glasgow City Archives Opening Hours

Day	Opening times
Monday	Closed
Tuesday	11am – 3pm
Wednesday	11am – 3pm
Thursday	11am – 3pm
Friday	Closed
Saturday	Closed
Sunday	Closed

## Will I have to queue to visit The Mitchell?

Due to physical distancing the number of visitors to the library will be restricted. Customers may have to queue to enter the library and we thank you for your patience.

## Will I have to book to visit The Mitchell?

Yes – for the following services visitors will need to pre-book a date and time:

- PC access – Granville St
- Special Collections Level 5
- General Collections Level 4
- Business and IP Centre
- Glasgow City Archives
- Study desks Level 2

All appointments are free and for one person only.

Only customers wishing to borrow or return books from the Granville Street ground floor area do not need to pre-book. Numbers will be limited for this area, so customers may have to queue and we thank you for your patience.

All other areas and services of the library remain closed at this time.

## How do I book PC access?

For PC access visitors will need to pre-book a date and time at least 24 hours in advance by emailing [Mitchelllibrary@glasgowlife.org.uk](mailto:Mitchelllibrary@glasgowlife.org.uk) or calling The Mitchell Library during opening hours on 0141 287 2999.

In line with current physical distancing not all PCs will be in use. As we expect demand to be high, PC access will be limited to two hours per customer. We would encourage customers to book PC access as far in advance as possible, and at least 24 hours minimum. All appointments are free and for one person only.

Staff will clean the area and replace the keyboard between customers.

Water can be brought into the library, but no other drinks or food can be consumed in the library. We ask that customers dispose of waste appropriately.

## How do I book a research session (Special Collections, General Collections, Business) appointment?

All appointments are free and for one person only. To book a research session appointment (Special Collections, General Services, Business), please email [Mitchelllibrary@glasgowlife.org.uk](mailto:Mitchelllibrary@glasgowlife.org.uk) or call The Mitchell Library during opening hours on 0141 287 2999.

Please book at least one week and a maximum of four weeks in advance. Research appointments will be for a maximum of three hours per session.

Please note, research customers will be limited to one appointment per day, and a maximum of two visits per week.

You can request hard copy or digital materials, a PC or assistance from staff during these slots. Up to six items can be retrieved in advance of a research session. Materials are only available for use during your appointment; they cannot be borrowed from the library. All documents will be quarantined for 72 hours after use.

You will be advised on any specific conditions on access to Special Collections research materials and we will confirm all appointments by email where possible. You should be ready to show this email on the day.

Water can be brought into the library, but no other drinks or food can be consumed in the library. We ask that customers dispose of waste appropriately.

## How do I book an Archives session appointment?

All appointments are free and for one person only. To book an Archives session appointment, please email [Archives@glasgowlife.org.uk](mailto:Archives@glasgowlife.org.uk) or call Glasgow City Archives during opening hours on 0141 287 2910.

Please book at least one week and a maximum of four weeks in advance. Archives appointments will be for a maximum of three hours per session. Please note, Archives customers will be limited to one appointment per day, and a maximum of one visit per week.

Customers can request up to six items in advance of an Archives session. Materials are only available for use during your appointment. All documents will be quarantined for 72 hours after use.

Four places will be available for general researchers and two for those using architectural drawings/large plans. You will be assigned a table and your order will be placed there in advance of your arrival.

You will be advised on any specific conditions on access to Archives materials and we will confirm all appointments by email where possible. You should be ready to show this email on the day.

You will be sent Reader's Registration and Test & Protect forms to complete in advance of your visit.

## How do I book a study space?

All appointments are free and for one person only. Due to physical distancing, 30 study spaces will be available per day.

Study spaces should be booked a minimum of 24 hours in advance by emailing [Mitchelllibrary@glasgowlife.org.uk](mailto:Mitchelllibrary@glasgowlife.org.uk) or calling The Mitchell Library during opening hours on 0141 287 2999

Study spaces can be booked for a maximum of three hours per session: 11am – 2pm; 11:30am – 2:30pm and 12noon – 3pm.

Customers will have access to a desk and plug socket, but will be required to provide their own equipment and materials. No library material will be issued or available for access.

Water can be brought into the study spaces, but no other drinks or food can be consumed in the library. We ask that customers dispose of waste appropriately.

## Will I be able to borrow books?

Yes – customers will be able to borrow books from ground floor Granville Street area. Due to physical distancing much of the furniture has been removed so customers will not be able to stay in this area for a long period of time. At this time, it is not possible to browse or borrow books from other parts of the Mitchell Library.

**No appointment is necessary for book borrowing/returns, but customers may need to queue to enter**

## How do I enter the library?

Customers will enter from the Granville Street entrance only. The North Street entrance will remain closed.

- For those who have booked a research appointment or study desk, including for Archives, please follow signage and queue towards Berkeley Street
- For those who have booked a PC, or wish to borrow books from the ground floor, please follow signage and queue towards Kent Road

### **I've booked my appointment. What next?**

We will confirm all appointments by email where possible. You should be ready to show this email on the day.

On arrival you will be asked to confirm your Test and Protect details and you will be directed to your booked location

### **Will I be able to return books to The Mitchell?**

There will be crates for you to place returned material into at the Granville Street entrance.

### **Will I be able to print or photocopy?**

Staff will be able to help you with limited volume of printing or photocopying where possible.

### **What cleaning procedures will you have in place when libraries reopen?**

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

### **Will I need to wear a face covering?**

Yes – in line with the Scottish Government's guidance, we are asking visitors to wear a face covering to keep themselves and others safe when visiting our libraries. We recognise that some visitors have health conditions, disabilities or other factors that prevent them from wearing a face covering. The Scottish Government has published guidance on the use of suitable face coverings and exemptions.

### **Will I need to provide my contact details?**

Yes – public health and government guidance for reopening public venues requires Glasgow Life to participate in the Test and Protect scheme. We will request your contact details when you book a session or visit the Mitchell, and the information will be held securely for three weeks and then destroyed.

### **Will hand sanitiser be available?**

Yes – we will have several measures in place in our venues when they reopen to minimise the spread of Covid-19. These will include physical distancing restrictions; booking systems and reduced capacities; Perspex screens at reception areas; one-way walking routes; the promotion of rigorous hand washing and the provision of hand sanitiser.

### **Will I be able to reserve a book online?**

With only a few libraries reopening, customers will be unable to reserve books online at the moment. However, if you contact the library directly and in advance of your visit then local arrangements may be possible.

### **Will books be quarantined?**

Books will be quarantined for 72 hours before they are returned to the shelves for borrowing.

### **Will I be fined if I am late returning my books?**

Any fines incurred during our closure and phased reopening periods will be waived until December 2020. An extension to that period may be reviewed later in the year.

### **Will regular events take place in the libraries you are reopening?**

No – upon reopening, venues will be operating at reduced capacity and we'll be unable to offer the full timetable of services and events which were available pre-lockdown.

### **Will Bookbug take place?**

Bookbug sessions will not be able to take place. However, we have weekly Bookbug sessions online every Wednesday at 10am for you to join in at home. Further details are available [here](#)

### **Will there be access to Macmillan at Glasgow Libraries services?**

There will be information points but no drop-in services. However, Macmillan are still providing support by phone on 0141 287 2903 or via email [macmillan@glasgowlife.org.uk](mailto:macmillan@glasgowlife.org.uk)

### **Will I be able to use the self-scan kiosk?**

Yes – staff will help customers to borrow and renew books using the self-scan kiosks where available.

### **Will any of your partner services be available?**

No, at this time our partner services will not be available.

For Citizens Advice Bureau information please visit [www.glasgowcentralcab.org.uk](http://www.glasgowcentralcab.org.uk)

### **Will newspapers and magazines be available to the public?**

Newspapers and periodicals will be available as part of research materials requests, however daily or current issues will not be available for issue or browsing. However, we do offer many eMagazines online here: <https://libcat.csglasgow.org/web/arena/emagazines>

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

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

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

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

### **How long will these measures be in place?**

The current measures are in line with Scottish Government guidelines and will enable us to accommodate and protect our staff and visitors. These measures may change as advice from the Scottish Government is updated.

### **Where can I find out more information?**

We will provide regular updates through our social media channels (see below) as well as on the Glasgow Life website.

**The Mitchell Library on Facebook**  
**Glasgow Libraries on Twitter & Facebook**  
**Glasgow City Archives on Facebook and Twitter**  
**BIPC Glasgow on Twitter**

## 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 online at <https://forms.glasgowlife.org.uk/Pages/donate.aspx>

Glasgow Life is funded by and delivers services on behalf of Glasgow City Council.

### **Glasgow Life**

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