



29 May 2020

Libraries Tasmania

Click & Collect service proves to be a winner

Libraries Tasmania is successfully rolling out modified physical services through a Click & Collect borrowing model, while continuing to provide a full range of online services to its members.

“COVID-19 has had a significant impact on communities, our members, visitors, staff and volunteers,” said Executive Director, Liz Jack.

“With this in mind, we’re working hard to make sure the services we provide align with Public Health guidelines and keep everyone safe.”

To do this, Jack said that Libraries Tasmania is making services available in three stages, in line with the Tasmanian Government’s Roadmap to Recovery.

Click & Collect allows members to browse the online catalogue, place holds and collect items from their local library during specified hours.

While the catalogue only includes items that are on the shelves at participating Click & Collect libraries, Jack said the response from members has been extremely positive.

“People have just been so excited to get back into the library and get their hands on a book.

“And they’ve also loved being able to return the items they’ve finished with.”

Libraries so far offering Click & Collect are listed below:

- Bridgewater
- Burnie
- Devonport
- George Town
- Glenorchy
- Hobart
- Huonville

- Kingston
- Launceston
- Rosny
- Scottsdale
- Ulverstone.

“Our goal is to safely reintroduce our services and programs, while still providing an enjoyable and valuable library and archive service for the community,” Ms Jack said.

The current plan is to extend Click & Collect to most of Libraries Tasmania's other sites by 12 June, as per the alphabetical list below:

Bicheno Library	Friday, 12 June
Bothwell Library	Wednesday, 10 June
Bridport Library	Wednesday, 10 June
Campbell Town Library	Friday, 5 June
Currie Library	Wednesday, 10 June
Cygnets Library	Wednesday, 3 June
Deloraine Library	Tuesday, 9 June
Exeter Library	Friday, 12 June
Geeveston Library	Friday, 5 June
Latrobe Library	Tuesday, 9 June
Longford Library	Friday, 12 June
New Norfolk Library	Wednesday, 10 June
Orford Library	Tuesday, 9 June
Penguin Library	Tuesday, 9 June
Queenstown Library	Wednesday, 3 June
Ravenswood Library	Friday, 12 June
Ringarooma Library	Friday, 12 June
Smithton Library	Friday, 5 June
Sorell Library	Wednesday, 3 June
St Helens Library	Wednesday, 3 June
St Marys Library	Tuesday, 9 June
Westbury Library	Friday, 5 June
Whitemark Library	Wednesday, 10 June
Wynyard Library	Tuesday, 9 June
Zeehan Library	Friday, 5 June

While libraries will not be open for general browsing and visiting, members can continue to access an increased range of [online resources](#) via the Libraries

Tasmania website, at www.libraries.tas.gov.au, where they can also refer to a range of [Frequently Asked Questions](#).

Additional limited services will be gradually phased-in, in line with physical distancing guidelines.

“We are conscious that some members of the community do not have access to the internet.

“That is why we have established a statewide phone number, which members of the public can call to place their holds or get answers to their questions.

“All they need to do is call us on 6165 5600 from anywhere in the state, weekdays from 9:00 am to 5:00 pm.”

General enquires and research questions can be directed to Libraries Tasmania's [online chat service](#) on the website, or the enquiry phone line on 6165 5538, weekdays from 9:30 am to 5:00 pm.

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