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## Lord Louis Library

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### Libraries COVID-19 Advice

Many thanks to everyone who returned books, we had a successful Big Returns week, during which thousands of books were brought back to our libraries. The phased re-opening of the six Council-run libraries has now moved into its next stage and from 13 July 2020 we are launching our Order & Collect and Home Delivery services.

Currently customers are still unable to enter library buildings. Unfortunately we are not yet able to give a firm date of when we can welcome you back indoors, but we are hoping we will be in a position to allow customers into the buildings in early August 2020, with social distancing measures in place.

#### Overdue books

All books have been renewed until August 1 2020 and no fines are being charged.

#### Order & Collect

We are offering an Order and Collect service for customers able to travel to a Council-run library (Cowes, Freshwater, Newport, Ryde, Sandown and Ventnor).

1. Complete the [order and collect application form](#).
2. You will need your library card number.
3. Within the application form you can request specific titles, but their availability cannot be guaranteed. If you do request specific titles, please also describe broad genres / authors / subjects which you will be prepared to accept instead.
4. During the period of order & collect, we are waiving the normal reservation fee of 60p. This means reservations are **free**.
5. Once we receive your order the books will be gathered together by staff.
6. When the books are ready, the library will contact you to arrange a time to collect them from the library door.

#### Reserving books using our online catalogue

You can continue to reserve books online in the usual way, but you will need to book a collection slot to pick them up. When the book becomes available, the library will contact you to arrange this.

1. Use our online library catalogue <https://iow.spydus.co.uk> to order/ reserve your books.
2. You will need your library card number and PIN.
3. If you have forgotten your PIN, you can reset it online if there is a current email address associated with your account, otherwise phone your local library. [Discover your library](#).
4. When your books becomes available, the library will get in touch with you to arrange a time for you to collect it.
5. During the period of order & collect, we are waiving the normal reservation fee of 60p. This means reservations are **free**.

#### Cannot reserve books using the application form or the online catalogue

If you cannot order online please call your local library for assistance. [Discover your library](#).

## Home delivery service - for people who are shielding

- If you are shielding / isolating, please contact your local library ([Discover your library](#)) or library HQ 01983 823824 for details of our Home Delivery Service.
- Alternatively you can complete our [order and collect application form](#) and delegate someone else to collect your items for you.
- Once we receive your order the books will be gathered together by staff.
- When the books are ready, the library staff will deliver them to your doorstep.

In order to allow staff time to put together book collections and carry out home deliveries, library doors will only be open during periods when collection slots have been arranged.

## Returning books

If you don't want to order any books and just need to return the books you've already got out, please contact your local library ([Discover your library](#)) to find out when their doors are open for you to bring the books back. Please note that these opening hours will differ from the library's regular opening hours pre-lockdown. You do not need to book a time you can turn up within opening hours, when you reach the front of the queue, a member of staff will show you where to put the books.

## Community Libraries

The information on this web page only applies to the council-run libraries. You will need to contact community libraries directly to find out their reopening plans.

[Discover information about community run libraries](#)

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### Contact Details

#### Isle of Wight Council

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