

## **Library operation from January 14, 2021 - contactless lending only**

Dear users, libraries remain closed by a government decree. From January 14, 2021 we are launching a contactless lending system - a simple way of lending requested books without personal contact

- Order books online using the „Request“ button in our online catalog (limited to 5 items per day)
- When your requested items are ready to be picked up, you will receive a confirmation e-mail from the library.
- After you receive the confirmation e-mail, you can pick your requested items up during the library opening hours.
- Remain outside the library and call the phone number written on the library door.
- Tell the librarian on the phone your library card number to confirm your identity.
- Keep a distance of at least 2 meters from the library door to avoid coming in close contact with the librarian.
- The librarian will place a plastic bag with your requested items and a list of your loans to a designated area in front of the library door.
- Upon pickup, check that your list of loans is correct and that it includes all items in the bag. Later complaints will not be taken into account.

As a rule, we process book requests no later than the next work day (based on the library opening hours).

You can pick up your requested items within 3 business days after receiving the confirmation e-mail. This service is currently free of charge.

Library buildings remain closed and it is forbidden to enter the library.

Keep your loans until the libraries open, or return them into a designated return box (our 4 return boxes are located in front of the Central library, and our library branches Opavská, Hladnovská and Dr. Martínka).

Library fees remain „frozen“. No new fees will appear on your user account and your current fees will not increase.

Your library