**Castlemaine Library Upgrade**

**Frequently Asked Questions**:

***What does the upgrade entail?***

The project will repair the floor of our heritage building. It will also provide new movable shelving for the whole library, new paint and carpet, and some other improvements to our space, including a book chute that is always open, and water bubbler that eliminates single-use plastics from the Library.

***Will the Library still be open during the upgrade?***

Yes. The Library will be re-locating to the Market Building on Mostyn Street for the duration of the works. These dates will be communicated with plenty of notice once the contractor has been appointed to the project.

There will, however, be 2 days at each end of the re-location where the Library will be closed, to allow us to move. These dates will be communicated well ahead of time.

***Will the opening hours be the same?***

No, the opening hours will be slightly different. We will be open from 9am-5pm on weekdays, and from 9am-1pm on Saturdays.

Our phone number will stay the same, so feel free to get in touch if you’re unsure.

***Will we be able return items after hours?***

No, there will be no after-hours access for the duration of the works. All items borrowed during this time will have a return date after our re-opening at the library.

***Will we still get fines during this time, if we can’t return after hours?***

There will be a fines amnesty for Castlemaine patrons during the period of relocation – just visit us at the pop-up library and we will wipe your fines.

In addition, there will be no fines accrued on any collection items borrowed during this time.

***Will Story Time still be on?***

Yes! All three of our early years sessions – Baby Rhyme Time, Toddler Time and Story Time - will still run at the same time each week.

They will be held at the Ray Bradfield Room, which is located at the back of the Market Building, adjoining Victory Park.

***What about other programs?***

We will have a limited selection of adult programs running during this time, but there will still be a few things on. Please refer to the website, or the Winter Program for details <https://www.ncgrl.vic.gov.au/seasonalprogram>

Regular IT help sessions and Family History Detective sessions will still run from the Market Building at the usual times.

***Will we still be able to access the full collection?***

As the space is limited, some of our collection will need to go into storage. However, you will still be able to reserve items from our other branches, and there are multiple copies of most items across the region.

***Will there be internet computers, photocopiers and printing still available?***

Yes, we will have four public computers available to use, as well as the photocopier.

***Will we still have Wi-Fi access?***

Yes, though it may be more limited than it is currently due to the NBN connection at the Market Building.

There will be no Wi-Fi accessible from the Library Foyer during the construction process.

***Will there be wheelchair access?***

Yes, the Market Building has a ramp at the rear, and is an accessible building.

***Will there still be quiet study space?***

Not really. Because of the limited amount of space, we may not be able to provide tables to study at unfortunately.

If your group meet regularly to study at the Library, we suggest you find an alternative location during the temporary re-location, and we welcome you back once the Library has re-opened.

The Foyer space will not be open to the public during the construction works, and the Wi-Fi will not be available. However, the Phee Broadway Theatre will continue to run its regular programs and events.

***Will we still be able to read the newspapers each day?***

Yes! Absolutely.

***Are there other places in town with computers, printing and Wi-Fi?***

Yes. There are 3 free-to-use public computers at Community House, black and white printing, and Wi-Fi.

***Will my group still be able to use the library space?***

Probably not – but we are happy to work with you to try and find an appropriate alternative for the duration of the works, and will happily welcome you back once the Library re-opens.

***Will the Seed Library still operate?***

No. Unfortunately the Seed Library will not be available at the pop-up library. It will pick back up once we move back into our new space.

***Will The Phee Broadway Theatre still be open?***

Yes, the Phee Broadway Theatre will still be open and the theatre program will continue as normal, however wi-fi will not be available in the foyer.

***Have a question that hasn’t been answered? Please let us know! Email*** ***jesss@ncgrl.vic.gov.au*** ***or phone 5472 1458.***