

Library Closure – Frequently Asked Questions

When will the libraries be closed?

All Rockhampton Regional Libraries will be closed on **Tuesday 14 July** for the entire day during normal operating hours (9:00am–5:30pm).

This includes:

- Rockhampton Regional Library (Southside)
- Rockhampton History Centre
- Northside Library
- Gracemere Library

Normal library services and operating hours will resume on **Wednesday 15 July from 9:00am**.

Why are the libraries closing?

Library staff will be participating in essential training and professional development to enhance services for our community and ensure our library spaces remain welcoming, relevant and safe for everyone.

Council is committed to supporting staff development. To ensure all library team members can attend and benefit from this important training opportunity, all library locations will be closed for the day.

How can I get assistance during the closure?

If you need assistance on the day, calls to the library will be redirected to Council's Customer Service team.

Customer Service staff can assist with:

- General library information
- Upcoming programs and events
- Library opening hours and locations

However, they will not be able to assist with:

- Library membership enquiries
- Renewing library items
- Account password resets

For assistance with these matters, please:

- Contact the Library Administration Team before the closure on **(07) 4936 8043**, or
- Email libraries@rrc.qld.gov.au, and a library staff member will respond as soon as possible.

You can also access your library account online at any time to:

- Renew eligible items
- Check due dates
- Manage your account

All you need is your library card number and PIN.

Can I return library items while the libraries are closed?

Yes.

The automated returns chutes at Northside Library, Southside Library and Gracemere Library will remain available during the closure, just as they are when libraries are closed on Sundays.

To use the automated returns system, you will need your library card.

If you're unsure how to use the returns chute, please ask a staff member during your next visit and they will be happy to assist.

What if my items are due on the closure day?

There's no need to worry.

Rockhampton Regional Libraries do not charge overdue fees.

If you're unable to return your items before they are due, simply return them to your local library branch as soon as possible after the closure.

I usually attend a program at the library on a Tuesday – will it be cancelled?

Some regular library programs will be impacted by the closure on Tuesday 14 July.

While we always strive to deliver our scheduled programs, some sessions will need to be cancelled due to all library staff attending this important training opportunity.

To find out whether a particular program is affected, please:

- Check our monthly program flyer
- Speak with a member of our library team
- Contact the Library Administration Team on (07) 4936 8043

We apologise for any inconvenience and thank you for your understanding as we invest in professional development to enhance the services we provide to our community.