

Date: 1 September 2020

## **Frequently Asked Questions for *Online Booking System for visiting NLB premises***

### **1. What are your regular opening hours from 1 September 2020?**

Our libraries and archives will resume to regular opening hours.

Daily, except public holidays  
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#### **Public Libraries**

10.00am to 9.00pm

- Ang Mo Kio Public Library
- Bedok Public Library
- Bishan Public Library
- Central Public Library
- Geylang East Public Library
- Jurong Regional Library
- Jurong West Public Library
- Marine Parade Public Library
- Queenstown Public Library
- Tampines Regional Library
- Toa Payoh Public Library
- Woodlands Regional Library

11.00am to 9.00pm

- Bukit Batok Public Library
- Bukit Panjang Public Library
- Cheng San Public Library
- Clementi Public Library
- library@chinatown
- library@esplanade
- library@harbourfront
- library@orchard
- Pasir Ris Public Library
- Sembawang Public Library
- Sengkang Public Library
- Serangoon Public Library
- Yishun Public Library

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**National Library**

**(Lee Kong Chian Reference Library, Levels 7-11, National Library Building)**

10.00am to 9.00pm

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**National Archives of Singapore – Archives Reading Room.**

10.00am to 9.00pm

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Daily, except Mondays

**Former Ford Factory**

9.00am to 5.30pm

**2. What are the opening hours of The LLiBrary at the Lifelong Learning Institute?**

As a library run in partnership with SkillsFuture Singapore, The LLiBrary will continue to operate with reduced operating hours of 8.30am – 6.00pm. The LLiBrary is open daily except Sundays & public holidays.

**3. What are the timeslots available for booking?**

Please see the table below for the timeslots available daily. Whenever each of these timeslots are fully booked, they will appear as “Fully Booked” on the booking system. Past timeslots on the same day will appear as “Not Applicable”.

**Timeslots Available for Booking**

**All public libraries**

Every half an hour, in 30-minute time blocks.

For example, 10:00 AM – 10:30 AM, 10:30 AM – 11:00 AM, 11:00 AM – 11:30 AM.

Last slot at 08:30PM.

## **Timeslots Available for Booking**

### **National Library Singapore (Lee Kong Chian Reference Library, Levels 7-11, National Library Building)**

Each session is two-hours and four time slots will be available:

- 10:00 AM – 12:00 PM
- 12:30 PM – 02:30 PM
- 03:00 PM – 05:00 PM
- 05:30PM – 07:30PM (library closes at 9.00pm)

### **Bloomberg Terminal (Level 8)**

- Every hour, in 60-minute time blocks. Last slot at 08:00 PM.

### **National Archives of Singapore Building (Archives Reading Room)**

Four time slots will be available:

- 10:00 AM – 12:45 PM
- 12:45 PM – 03:30 PM
- 03:30 PM – 06:15 PM
- 06:15 PM – 09:00 PM

### **Former Ford Factory**

Six time slots will be available:

- 09:00 AM – 10:25 AM
- 10:25 AM – 11:50 AM
- 11:50 PM – 01:15 PM
- 01:15 PM – 02:40 PM
- 02:40 PM – 04:05 PM
- 04:05 PM – 05:30 PM

**4. For what purpose of visit do I need to make an online booking?**

To enter our libraries, you will need to make an online booking in advance. This allows libraries to better manage the crowd coming to the library at any one time. Bookings are not required for specific use of the Book Drops and Reservation Lockers, except The LLibrary. For The LLibrary, please make a booking when visiting or picking up reservation items (to be clear, no booking is required for the Book Drop.)

Patrons wishing to use the Bloomberg Terminal (1-hour booking) at the National Library Singapore (Lee Kong Chian Reference Library) are also required to book online to reserve their slot. Patrons with bookings are required to register at the Level 8 counter. It is not necessary to make a separate booking to enter the library.

**5. Does everyone need to make a booking? What about children?**

Unaccompanied children are required to book their visit. Children (aged 12 and below) accompanied by parents or caregivers – do not require a booking. If you have booked a slot for your children, it is fine too.

**6. What do I need to make a booking?**

You will need Internet access on a laptop or mobile device, a mobile phone number and a mobile device that can receive SMSes.

To enter our libraries and archives, please show your SMS booking confirmation to our staff.

If you would like an optional booking receipt, an email address is required.

**7. Can I book for my family/make group bookings?**

Yes for public libraries, LLibrary and Former Ford Factory. You can book for up to five (5) people at one time. Children (aged 12 and below) accompanied by parents or caregivers do not need to make a booking. The entire group has to be present when they are let in. Latecomers to the group will have to queue to get in.

There is no group booking for visits to the National Library Singapore (Lee Kong Chian Reference Library) or use of the Bloomberg Terminal and the National Archives of Singapore Building (Archives Reading Room). Each reservation is limited to one patron.

**8. How far in advance can I make the booking? When is the latest I can make a booking?**

Patrons may book slots daily for the following day's visits or during the actual timeslot on the day of booking, subject to availability.

**9. Can I amend my booking?**

Yes, you may amend your booking only if you provided an email address at point of booking. In your email notification, you may choose to edit or cancel your booking. When editing your booking, you may reselect library location, timeslot and or the number of pax for the visit.

For a booking that has been rescheduled or cancelled, you will receive an SMS and email notification (only if you provided an email address at point of booking).

**10. What if I am late?**

Please arrive promptly, or your slot will be released after a grace period. For the public libraries, there will be a grace period of 5 minutes. For the National Library Singapore (Lee Kong Chian Reference Library), Archives Reading Room and Former Ford Factory, there will be a grace period of 30 minutes.

**11. Is this online booking free of charge?**

Yes. There is no cost to making a booking.

**12. What must I do to enter the library with my booked timeslot?**

- a) Please arrive promptly, or your slot will be released after a grace period.
- b) Please check-in with SafeEntry and have your temperature taken. Persons with temperature above 37.5 degrees will be denied entry.
- c) Show your SMS booking confirmation to our staff, to enter the library at your allotted timeslot. You will be given an entry sticker.
- d) Please keep your entry sticker affixed on you at all times inside the library.
- e) If you have made a group booking, please ensure all parties in your group booking are present before you can gain entry.