

Date: 23 July 2020

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

### **1. What are your opening hours during Phase 2 “Safe Transitioning”?**

Our libraries and archives will operate with shorter opening hours. The National Library Singapore (Lee Kong Chian Reference Library), the National Archives of Singapore Archives Reading Room and all public libraries are open from 11:00 am to 7:00 pm daily. (The LLibrary is open from 11:00am to 7:00pm, Mondays to Saturdays.) We are closed on Public Holidays.

The Former Ford Factory is open from 11:00am to 4:00pm, Tuesdays to Sundays.

### **2. 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”.

<b>Timeslots Available for Booking</b>
<p><b>All public libraries</b></p> <p>Every half an hour, in 30-minute time blocks.</p> <p>For example, 11:00 AM – 11:30 AM, 11:30 AM – 12:00 PM.</p> <p>Last slot at 06.30PM.</p>
<p><b>National Library (Lee Kong Chian Reference Library, Levels 7-11, National Library Building)</b></p> <p>Three time slots will be available:</p> <ul style="list-style-type: none"><li>• 11:00 AM – 01:00 PM</li><li>• 01:30 PM – 03:30 PM</li><li>• 04:00 PM – 06:00 PM</li></ul>

## Timeslots Available for Booking

### National Archives of Singapore Building

Two time slots will be available:

- 11:00 AM – 03:00 PM
- 03:00 PM – 07:00 PM

### Former Ford Factory

Four time slots will be available:

- 11:00 AM – 12:15 PM
- 12:15 PM – 01:30 PM
- 01:30 PM – 02:45 PM
- 02:45 PM – 04:00 PM

### 3. 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.)

### 4. 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.

### 5. 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.

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

Yes. 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.

**7. 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.

**8. 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).

**9. 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 Lee Kong Chian Reference Library and the Archives Reading Room, there will be a grace period of 30 minutes.

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

Yes. There is no cost to making a booking.

**11. 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.