Hi everyone,

We hope you and your families are remaining well during this time.

We are excited to share that having been closed since March due to the coronavirus (COVID-19) pandemic we will re-open from Saturday 24th October.

In opening we will be following the Victorian Government guidelines, with our primary focus being on the health and safety of both our members, their families and staff.

Please find below our plans for re-opening.   
  
**Returns day: Saturday 24th October and Monday 26th October**

Drop in anytime during 10am – 12pm to return the toys you currently have. We will set up a returns area outside the front entrance of the toy library.

1. Please sign the attendance register and the declaration form to acknowledge that your toys are counted and cleaned
2. Return your toys on either the racks or tubs available. Any found missing pieces should be placed in the box provided.

**Click and Collect sessions – commencing Friday 30th October**

**Every Friday: 10am – 12pm**

**Every Saturday: 10am – 12pm**

We will be open for click and collect toy collection and returns. To ensure we can maintain social distancing whilst avoiding queuing, sessions will be divided into 10minute slots.  
  
Please find attached a guide on the process.

**Before visiting the toy library**

1. **Log into SETLS** <https://knoxtoylibrary.setls.com.au/> using your member details and password.

If you don’t know your log in details please email Helen at [toylibrarymanager@knoxtoylibrary.org.au](mailto:toylibrarymanager@knoxtoylibrary.org.au)

1. **Select a Click and Collect day and timeslot.**

Select Click and Collect via the top or side menu.

Choose a day and time for borrowing and or returning toys.

1. **Select toys to borrow and add them to your basket.**  
   While we have been closed, Helen & Lisa have been working hard to upload photos for toys. This work will continue with the aim of having a photo for all toys uploaded.

Please confirm your basket at least 48 hours prior to your session to allow time for the packs to be collated. Once your basket is confirmed you will be unable to edit your toy selection.

1. **Count & clean toys**

Count all the pieces and clean the toys and bags/tubs following these [guidelines.](https://www.toylibraries.org.au/cleaning-toys)

**At the toy library**

Please try to arrive on time, this will allow enough time to return and borrow your toys.   
  
We encourage children to stay at home. If you do have your children with you, we will bring your toys out to your car – please call us on 0424265790 on arrival.   
  
Click and collect will be via the back patio. Access to the toy library will be via the side gate (to the left of the front entrance). Use hand sanitiser and maintain social distancing of 1.5m.

There will be no access to inside the toy library aside from staff and volunteers on duty.

1. **Return toys**

Please return your toys on either the racks or tubs available. Any found missing pieces should be placed in the box provided.

1. **Check in**Please sign the attendance register and the declaration form to acknowledge that your toys are counted and cleaned.
2. **Collect your toys**

Collect your toys from the allocated area. Toys will be in large blue IKEA bags. These bags are to be returned to the toy library with the toys on your next visit. We will be using these bags to collate the click and collect orders.   
  
Toys will be extended for 1 month borrowing.  
  
Please note that members will not be allowed into the toy library so all choices need to be reserved online prior to your arrival.

**At home**

1. **Check toys**

On arrival home, please check your toys and if any missing pieces are identified, please e-mail Helen at [toylibrarymanager@knoxtoylibrary.org.au](mailto:toylibrarymanager@knoxtoylibrary.org.au)

1. **Have fun and play!**

Please contact us if there is any illness in your house. We will renew your toys for 14 days after your final day of sickness.

**Late fees**

Late fees will commence once members start to re-borrow toys.  
  
Late fees will not apply to members who are needing to self-quarantine / have been unwell or who have continued their membership to be on pause.

**Duty requirements**

Member duties will remain on hold. We will let you know when duties recommence.

**Donations**

We welcome donations of good quality toys from members. Please ensure any donations are also cleaned according to our guidelines. We are unable to accept any soft toys or toys which are not in working order. Donations can be placed in the box provided.

**Memberships**

While we have been closed, memberships have been paused. We understand that some members may wish to keep their memberships on hold. Members have the opportunity to extend their paused memberships until January 2021. If you wish to continue your paused membership, please e-mail Helen at [toylibrarymanager@knoxtoylibrary.org.au](mailto:toylibrarymanager@knoxtoylibrary.org.au)

**What we are doing to keep everyone healthy & safe while borrowing**

* We have a COVIDSafe plan
* Allocated 10 minute sessions to allow for social distancing
* Members will be required to sign a declaration form confirming their returned toys have been thoroughly cleaned.
* All returns and Click & Collect collections will be done outside
* We will be increasing cleaning of high touch areas
* Hand sanitiser will be available
* We will not be accepting cash payments during this time. Payments can be made via EFT or via Square.

We look forward to welcoming you back to the toy library.

Please feel free to contact us if you have any questions

Kind regards

Melissa Bell  
President