

Connected Libraries - Library Lockers

Frequently Asked Questions (FAQ's)

What are Library Lockers?

Library Lockers are an extension of our library and provide you with 24/7 access to pick up holds for collection and return items securely.

Where are the Library Lockers located?

Connected Libraries have installed 3 lockers at the following locations in City of Casey:

- Cranbourne West Community Hub, 4 Flicka Boulevard, Cranbourne West
- Manna Gum Family and Community Centre, 16 Calgary Way, Clyde North
- Orana Community Place, 16-18 Playwright St, Clyde North

How do I use the Library Lockers?

1. Touch the screen to begin (as directed on the screen)
2. Scan your library card via the scanner under the screen or enter your library card number by accessing the keyboard (see top right of screen)

Note:

You can scan the barcode on the back of your physical card or barcode in your Connected Libraries App (available for download via the App Store or Play Store)

3. If you have holds available for collection, the 'Hold Items Available' screen will be displayed
4. If no holds are available, the screen will display 'Hold Pickup' or 'Return'

How do I pick up my holds from the Library Lockers?

1. Upon logging in with your library card (as detailed above), if holds are available for collection, the 'Hold Items Available' screen will be displayed
2. Select the green 'OK' option on the screen to display the available holds

Note: *If there is more than 1 item available, multiple titles will be listed on the screen*

3. Select the green 'Confirm' to borrow ALL items currently being held in the locker/s
4. Remove your items from the locker that opens and close the locker door

Note:

Items may be held in more than 1 locker, if this is the case, remove ALL items from the first locker, close the door and then the next locker will open. Repeat the process.

5. Once this has been done, the 'Borrow Complete' screen will be displayed
6. Select the red 'Logout' to end your session or the blue 'Main Menu' option
7. If the red 'Logout' is chosen, you will be asked 'Would you like a receipt?'
8. Select your receipt choice and this will take you back to the Home screen
9. If you press the red 'X', this will take you back to the 'Main Menu' to return to main screen where you can choose to return items (if required)
10. If you wish to return items, follow the prompts

How do I return library items using the Library Lockers?

1. Upon logging in with your library card (as detailed above), if no holds are available for collection, select 'Return' from the screen
2. The small returns chute door under the screen will open
3. Place your items into the slot and they will go into the returns area for collection by Connected Libraries
4. Close the returns door firmly
5. Select 'Main Menu' to return to main screen
6. If you have finished, select the red 'Logout' option

Note: Please allow 3-5 business days for items to appear as returned on your card when returning via the library lockers. This allows for removal and processing.

Why won't the returns door open on the locker?

If the returns space in the locker is full, the small returns chute door will not open. Please call Connected Libraries on 1800 577 548 for assistance.

Can I use the lockers if I am not a library member?

You must be a library member to use the Library Lockers. Membership is free!
You can join in person at a Connected Libraries branch or online at connectedlibraries.org.au

How do I reserve/place holds on items for collection at a Library Locker?

When placing holds on items using the online catalogue or in the Connected Libraries app, from the drop down menu, select your pick up location:

- Cranbourne West 24/7 Holds Locker
- Manna Gum 24/7 Holds Locker
- Orana 24/7 Holds Locker

You will be notified by text message (SMS) or email when your hold/s are available for collection.