

Narva Central Library Book Locker User Guide

The Book Locker, which operates similarly to a parcel locker, is located in front of the Narva Central Library building at **8 Malmi Street**.

Library materials can be collected and returned **24 hours a day, 7 days a week**, without direct contact with library staff, by requesting them through the Book Locker service.

Only registered users of Narva Central Library can request library materials through the Book Locker. You can register as a library user at the library.

The service is **free of charge**.

Before Placing an Order

Check the **RIKSWEB Online Catalogue** to make sure that the item you need is available at Narva Central Library.

You can access the RIKSWEB Online Catalogue through the Narva Central Library website.

How to Request Library Materials

There are three ways to place a request:

1. Complete the **request form** on the library website.
2. Send an email to laenutus@narvalib.ee (Lending Department). Please include:
 - the author and title of the item(s) you wish to borrow;
 - that you would like to collect your order from the Book Locker;
 - the phone number where you would like to receive an SMS notification.
3. Call the library during opening hours:
 - **3592437** – Lending Department;
 - **53023200** – Library Information Line.

When placing your request, please state that you would like to collect the items from the Book Locker and provide the phone number where you would like to receive an SMS notification.

Reserving an Item in the RIKSWEB Online Catalogue

- Log in to your reader account in the **RIKSWEB Online Catalogue** through the Narva Central Library website.
- Find the item you wish to reserve.
- Reserve the item.
- Select **“Book Locker”** as the collection location.

Please note: Only items that are currently on loan to other library users can be reserved through RIKSWEB.

Collecting Your Order

The requested items will be checked out to your library account and placed in the Book Locker as soon as possible.

You will receive an **access code by SMS or email**.

The loan period begins on the day the items are placed in the Book Locker. A slip indicating the due date will be included with the item.

To collect your order, enter the access code on the Book Locker keypad. After collecting your items, please make sure that the locker door is **properly closed**.

Requested items are kept in the Book Locker for **three days** from the date the access code is sent. If the items are not collected within three days, the request will be cancelled and the loans will be removed from your library account.

Please collect your order as soon as possible so that lockers remain available for other users.

Returning Library Materials via the Book Locker

If you would like to return library materials using the Book Locker, please contact the Lending Department at laenutus@narvalib.ee or complete the relevant form on the Narva Central Library website.

After submitting your request, you will receive a **Book Locker access code** on your phone.

Place the books in the locker and close the door securely. A librarian will then collect the returned items from the locker and **check them in on your library account**.