



# Welcome

## to Waltham Forest Libraries



 @wfcouncil

[www.walthamforest.gov.uk/libraries](http://www.walthamforest.gov.uk/libraries)

020 8496 3000

WALTHAM FOREST  
**LIBRARIES**



# Welcome to Waltham Forest Libraries

We have 8 libraries and a part time local studies library in Waltham Forest.

All libraries provide:

- Books, Spoken Word, Language Courses and other items to borrow
- Newspapers and magazines to read within the library
- Free computer and internet access
- Events and activities for children, teens and adults

Please take care of your new membership card, you will need to bring it each time you visit the library in order to access services, and are responsible for all items borrowed on it.

## What you can borrow

You can borrow up to 15 books and 2 language courses for up to 3 weeks – all free of charge. You can also borrow up to 12 audio books (6 for under 16s members), although these have a hire charge.

Waltham Forest is a member of London Libraries Consortium which means you can borrow and return items from any Waltham Forest Library and from more than 100 libraries in our partner boroughs.

You can search the library catalogue to locate a specific item. Visit **[www.walthamforest.gov.uk/libraries](http://www.walthamforest.gov.uk/libraries)** from home or in the library. The catalogue shows you if the item is in stock, which library is it in and if it is available. If it is out on loan you can place a reservation, and we'll notify you when it's available to collect at your chosen branch.



## Renewals

If you need to keep items past their return date, you can renew them online, via telephone or in person.

- online at **[www.walthamforest.gov.uk/libraries](http://www.walthamforest.gov.uk/libraries)**
- by telephone using our free 24 hour automated renewal service: **0333 370 4700**
- in person at the library using our self-service machines

Please ensure that you have your library card to hand when you renew, to renew online you will also need your library card PIN (if you don't know your PIN please ask a member of staff in branch – please note that for security reasons this information will not be given out over the phone).

Items can be renewed up to 12 times as long as they are not overdue. You cannot renew an item if it has been reserved by another customer.

## Reservations

You can reserve stock at any library, online at **[www.walthamforest.gov.uk/libraries](http://www.walthamforest.gov.uk/libraries)** or over the phone at 020 8496 3000. Books incur a small reservation fee, please see fees and charges leaflet for details. DVDs and CDs can be reserved for free. We will notify you (by post or email) as soon as your requested item has arrived.

## Overdue charges

Borrowing books from the library is free. However charges apply for the loan of DVDs, CDs and audio books or if any item is kept past its return date. Please see our fees and charges leaflet for details.

Children's books borrowed on an adult card will incur adult fines. We suggest you always use a children's card to borrow children's books.

## Lost or damaged library cards

Please let us know as soon as possible if you have lost your library card, as you are responsible for any items borrowed on the card. Once you have told us we will prevent anyone else from using it and will replace it for a small charge.

## Computers and internet access

Library members have access to free computers and internet in all Waltham Forest Libraries. You will need to have your library card with you and know your PIN each time you use the computers. Members under 16 years will only be given access if their parent/guardian has given permission.

If you want to guarantee use of a computer at a particular time you can book in advance online by visiting [www.walthamforest.gov.uk/libraries](http://www.walthamforest.gov.uk/libraries)

All libraries also have free Wi-Fi to use from your laptop, phone or tablet; free registration is required. Printing is also available for a small charge.

If you want to use computers and the internet but don't know where to start, ask a member of staff about our free 121 computer sessions.



## Digital Library – always with you

Library members can choose from a range of free e-books, e-audiobooks and e-magazines which can be viewed on computers, e-readers, tablets and smartphones. These can all be downloaded for up to 21 days with the option of renewing or returning them early.

Waltham Forest Libraries offers a number of online reference and study resources as well as e-books, e-audiobooks and e-magazines. These are available on any computer or similar device with internet access. You will need your library card number and PIN. Some online resources may only be available on public PCs in libraries.

Please see our Digital Library leaflet for full details.

## Home Library Service

There are many reasons why you may not be able to visit your library including disability, ill-health and caring responsibilities. The Home Library Service is there to ensure that you can still access library services from your own home when you find it difficult to travel to a library. We will deliver books to your home via a courier service every four weeks and take away those that you finished with. There is no need to worry about books being returned late as we keep everything up to date.

If you would like to apply for the Home Library Service please contact your local library or visit **[www.walthamforest.gov.uk/libraries](http://www.walthamforest.gov.uk/libraries)** to download a form.



## Pop-Up Library

Waltham Forest pop-up library takes the library experience to local residents as they go about their day to day activities. The service offers a taste of the wide range of services available in libraries including access to books, computers, internet, events and information.

Look out for a library popping up at a place near you and do be sure to stop by and discover all that your library has to offer.



## Waltham Forest Archives and Local Studies Library

The Waltham Forest Archives and Local Studies Library is based at Vestry House Museum.

We can help you if you are interested in researching the following:

- Your family history
- The history of your house or street
- The development of the local area and local communities
- Subjects for a school project or for academic research

We hold on site a wide range of manuscripts, records, and written and pictorial resources to assist with research into all aspects of the history of Waltham Forest.

## Waltham Forest Libraries Newsletter

Get library news, updates and event information delivered direct to your inbox!

Sign up to our mailing list online at [www.walthamforest.gov.uk/libraries](http://www.walthamforest.gov.uk/libraries)

## Waltham Forest Libraries App

Want to renew items, book a PC, find out what's on, or easily use online resources on the go?

Download the Waltham Forest Libraries app, free from the Google Play or iTunes store!



# Libraries

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## **Hale End Library,**

Castle Avenue,  
Highams Park, E4 9QD

Tuesday, Wednesday, Friday: 10am–6pm  
Saturday: 10am–4pm

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## **Higham Hill Library,**

North Countess Road,  
Walthamstow,  
E17 5HS

Monday, Thursday, Friday: 10am–6pm  
Saturday: 10am–4pm

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## **Lea Bridge Library,**

Lea Bridge Road,  
Leyton, E10 7HU

Tuesday, Wednesday, Thursday: 10am–6pm  
Saturday: 10am–4pm

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## **Leyton Library,**

High Road, Leyton, E10 5QH

Monday–Friday: 9am–7pm  
Saturday: 9am–6pm  
Sunday: 12–4pm

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## **Leytonstone Library,**

Church Lane, Leytonstone,  
E11 1HG

Monday–Friday: 9am–7pm  
Saturday: 9am–6pm  
Sunday: 12–4pm

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## **North Chingford Library,**

The Green, Chingford, E4 7EN

Monday–Friday: 9am–7pm  
Saturday: 9am–6pm  
Sunday: 12–4pm

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## **Walthamstow Library,**

High Street, Walthamstow E17 7JN

Monday–Friday: 9am–7pm  
Saturday: 9am–6pm  
Sunday: 10am–4pm

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## **Wood Street Library,**

Forest Road, Walthamstow  
E17 4AA

Monday, Tuesday, Friday: 10am–6pm  
Saturday: 10am–4pm

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## **Waltham Forest Archives and Local Studies Library,**

Vestry House Museum, Vestry  
Road, Walthamstow, E17 9NH

Thursday–Saturday: 10am–1pm  
and 2pm–5pm

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Searchroom visits are by prior appointment only.

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