

## COVID-19 Library FAQs

### **NEW Opening FAQ:**

1. What can I expect?

We have been working hard to follow recommended guidelines for a safe reopening for the community and staff. Our safety measures include: reduced occupancy, limited visit time to 10 minutes to find materials, no seating and no public computers or copies, frequent cleaning of high-touch surfaces, plexiglass shields at the circulation desk, and all staff wearing masks. We also require all visitors to wear a mask, and we will have hand sanitizer and masks available for you.

2. Will Library hours change?

Yes. For now we will only be open a few days each week:

Monday, Wednesdays, and Saturdays from 11am to 2pm; seniors ONLY hours are 10am to 11am

3. What do I need to do?

Stay at home if you have symptoms.

Wear a mask.

Keep 6 feet apart from others.

Observe line markings.

Limit your visit to less than 15 minutes.

Return all items to the outside drop.

4. How do I return items?

All items must be returned to the outside book drop or foyer box. Returned items are quarantined for 72 hours before they are checked in. Also, please note: We are not accepting magazine or book donations at this time.

5. I need to use a computer.

Unfortunately, we are not offering computer use, printing, copying or scanning at this time.

6. What will it be like for kids?

Kids can enjoy a quick browse of books for taking them home. But again we ask that your stay be less than 15 minutes. For everyone's health, all toys and puzzles have been removed.

7. Can we book a meeting room?

No our meeting room and bathrooms will be closed until further notice.

8. What about storytimes, programs and community events?

All in-person events are still cancelled until further notice.

9. Is there a time to visit when the Library is less busy?

In general, 10-11am is available for seniors and vulnerable people.

10. Will you still offer curbside service?

Yes. Curbside pickup has been very popular and we will continue offering this service.

### **Other Material FAQ:**

1. Is the Library open?

The library is reopening on Saturday, July 25; however there are measures in place that have reduced our hours, modified our services, and require safety measure for health persuasions.

2. When will the library reopen?

At this time we are unsure of a definite opening date for the library. We will continue to monitor the Governor's orders and are working with the state library and ALA to develop a reopening process that is safe for everyone.

3. Should I return my borrowed items in the bookdrop?

You may return your books or hold on to your materials until reopening. Please use the side meeting room door area for your books placed in bags with the library name on the outside. You can start returning your books to this location in plastic or paper bags and wiping them clean first is always a welcome help.

4. What is your return policy and will I be charged late fees?

ALL borrowed materials will be automatically renewed until the library is safely reopened and we can start processing larger quantities of books. You will not be charged any fees for those items, or any items, during this time.

5. How can I renew the materials I have out?

Since the library is closed and we do not have a return policy/late-fee charge, there are no renewals needed at this time. However, if you do wish to renew materials you can do so online by logging into your account.

6. Does the library offer curbside pickup?

Yes, we are now offering curbside pickup for books and other materials from the library. You must place a reservation request for the materials you wish to borrow, and then the library will notify you when your materials are ready to be safely picked up.

7. How do I reserve and obtain my materials for curbside pickup?

In order to partake in our curbside pickup, please reserve your material online from our website, or you can send us an email or give us a call if you need help— please allow for 3-4 business days for a response and for our staff to gather your requested materials. Once we have processed your request you will be notified, and your materials will be left under cover behind the large “tan mailbox” next to the meeting room door at the backside of the library. This process is to ensure no human contact so you can pick up your materials safely.

8. When will homebound delivery resume?

Home deliveries of books and other materials have been presently suspended. The library is

not certain yet on when this service will be available, but it will resume only when it can be done safely for everyone involved.

9. Are you currently accepting book donations?  
No, we are not accepting donations at this time. We will let you know when we are ready to receive them again.
10. When will ILL resume?  
When the NH State Library reopens the service. We do not know of any projected time for this yet.
11. Will you have all the books that were published while the building was closed?  
Yes, many of the books have been ordered and processed despite our closure, and therefore these materials will be available for you to borrow once we reopen.
12. I've never used ebooks or audiobooks. How do I get started?  
The library offers a range of digital services which you can access on our website. Additionally, there have been many free resources and online book/learning services added to our website during this time. You can find instructions for getting started with these services under the Borrow and Download tab as well as the FREE Books and Resources tab. For further assistance please call the library or send us an email.
13. I'm trying to login, and access the Digital Services, but it keeps asking for a password. I don't think I set one up/ it is now allowing me to login?  
Typically your password is defaulted to the phone number associated with your library card — the seven digits without any dashes or area code. However, if this is not working please contact us by phone or via email and we can assist you in resetting your password and helping you login.
14. I need access to the internet. Where can I find wifi?  
Wifi is always available in our parking lot! The signal is strong; the network name is *Smyth Guest*, and the password is *splguest*.

#### **Additional Program/Events FAQ:**

1. Will there be a summer reading program?  
Yes, an online program has been developed and posted onto our website. Please see the Summer Reading Program tab, under the Events menu.
2. Will Storytime be open?  
Storytime has been currently suspended, but it will resume once the library reopens at full capacity. We do not offer a virtual storytime through our library, however other libraries, authors, YouTubers, and many individuals have put together online/virtual storytimes for children. Check out these pages on our website for more information: FREE Books and Resources, Online Events and Fun Activities, Children's page and Teen page.

3. Will book groups still meet?  
The Adult Books groups have decided to continue meeting virtually via Zoom. Please contact the library via phone or email for more information and to learn how to participate.
4. Will there be a Summer Concert Series?  
There will not be a Summer Concert Series this year. We fully expect, and hope, to continue this fun event in the Summer of 2021!
5. Will those previously scheduled events and programs be offered during the Summer?  
At this point in time all of our events have been postponed or cancelled until the Fall, or further notice. The library has put together some virtual events using Zoom, and we have added additional online resources and virtual activities which you can access from our website. Many museums and businesses have established weekly, daily, and monthly programs and activities for the public to enjoy. Please check our Events Calendar on our website for up to date information and events, as well as the Online Events and Fun Activities page.