



# NORTON PUBLIC LIBRARY

COMMITTED TO THE SAFETY OF OUR COMMUNITY

## FAQs

### **What services is the library offering?**

- Contactless Pickup: Monday-Saturday 10am-2pm and Tuesday 4-7pm.
- Grab & Go limited browsing and hold pickup: Monday-Friday 10am-2pm.
- Computers by appointment: Monday-Friday 10am-2pm.
- Free WiFi available 24/7 in the park/parking lot.
- Media and Book Drops open 24/7 for library returns (please, no donations at this time).
- Our digital branch is always open!
- Expanded e-collections 24/7 available from home (online books, movies, audiobooks, music and classes for you)
- Free copying or printing (up to 10 pages per day).
- Book and movie bundles and custom checkouts available by request.
- Staff available by email or phone for reference questions, reading recommendations and e-book help – or just to chat!
- New and renewed library cards available.
- Crafts-to-go and Take-and-Makes periodically available.
- Virtual programs, zoom fitness classes, book groups, recordings of programs from professional presenters, teen/tween virtual hangout.
- Video tutorials: instructional videos for our digital resources, as well as on topics such as job searching, genealogy, computer skills, research, Google tools, Microsoft programs, and social media.
- Museum passes available including state parks passes.

**Is it safe to borrow library materials?** The library's contactless pickup service is based on the state guidelines, guidance from the CDC and professional library organizations, and was designed to prioritize the safety of patrons and staff. All items are quarantined for 7 days before check-in. No fines will accrue during this time.

**What if I don't have a card?** You can easily sign up for a card online. During this period, your online card will be good for 60 days. With an online card you can: place up to five holds, access online magazines & newspapers, and download Overdrive books, magazines, and audiobooks. To renew your card or to borrow physical materials, please contact the library so we can schedule a time to issue you a card.

**Can I still place holds?** Yes, you can place holds on items in the SAILS network. Statewide delivery is up and running, but items will take a little longer to get to you due to quarantining. You can also give us a call or use [this form](#) and we'll be happy to help you find your next great read!

**When can I pick up my order?** Hold notifications have been turned on. When you receive a notification please contact the library to schedule a pickup time. You will have a one-hour window to pick up your holds. Before your appointment, your items will be placed on the cart by the front doors and will be tagged with a hold slip (first five letters of your last name and last four numbers of your library card). Bags will be arranged alphabetically by last name.

**Why do I still need to schedule a pickup time?** Scheduled pickup times help us practice social distancing by controlling the flow of traffic at the library entrance and book and media drop area, they also help create a steady pace so that staff are available to take calls, answer questions, and fill holds throughout the day. Scheduling also allows us to have your holds checked out and ready when you arrive.

**Can I still return items?** Yes, the book and media drops will continue to stay open 24/7.

### **What guidelines do I need to follow?**

- We ask that you not use this service if you or any member of your household is ill or has been asked to quarantine, has been exposed to COVID-19, or has been outside the country or visited any states that are not designated as a lower COVID-19 risk within the past 14 days.
- Practice physical distancing (6 feet) outside the library.
- Follow the instructions of the library staff regarding safety policies.
- Continue to return all materials to the outdoor book and media drops.