Howe & Etna Library service FAQ Sheet:

Where can I find up-to-date information about services while the library buildings are closed?
Our website [https://www.thehowe.org/](https://www.thehowe.org/) will have the most up-to-date information about current services. The Howe website is being updated continually as circumstances change. We announce any changes on our social media pages as well. Our [Facebook](https://www.facebook.com/thehowe.lib/), [Twitter](https://twitter.com/thehowelibrary), and [YouTube](https://www.youtube.com/user/howelibrary), pages are open for all to view, no account or sign-in required.

Can I sign up for a library card while the building is closed?
Yes! Visit [https://www.thehowe.org/librarycard](https://www.thehowe.org/librarycard) for information about how to sign up for a library card online.

What services is the library providing right now?
Now is a great time to try our online resources!
- Downloadable books: [https://www.thehowe.org/downloadablebooks](https://www.thehowe.org/downloadablebooks)
- Resources for kids: [https://www.thehowe.org/weeklyprograms](https://www.thehowe.org/weeklyprograms)
- Streaming movies: [https://www.thehowe.org/kanopy](https://www.thehowe.org/kanopy)
- Video tutorials: [https://www.thehowe.org/lynda](https://www.thehowe.org/lynda)
- RBDigital: stream shows, concerts, classes: [https://www.thehowe.org/howerbdigital](https://www.thehowe.org/howerbdigital)
- Find book reviews, maker videos, and library resource tutorials on Howe Library’s [YouTube](https://www.youtube.com/user/howelibrary)

Why aren’t you offering curbside service so we can borrow print books and DVD’s?
Unfortunately, we are not in a position to offer any type of physical services at this time. A statewide Task Force to determine best practices for reopening of public libraries was established, and our Head of Circulation is a member of that group. They are working hard to sift through all the information out there, even as the situation changes daily. We are following closely the work of the Governor’s Task Force on Reopening the NH Economy. Ultimately, any decisions to offer physical services at Howe Library will be directed by the Hanover Town Manager and our HR Director, who are also in close contact with the state.

When will the library buildings reopen?
The management team of Howe Library is developing a phased plan for reopening the building. We are committed to heeding guidance from state and local officials about what is feasible regionally and locally. Our main goal before offering any kind of physical service is to ensure that we can abide by the social distancing guidelines, safely handle potentially contaminated library materials while there is a shortage of cleaning supplies, and keep up with the anticipated demand from library patrons.
What should I do with library items I borrowed?
Please keep them for now. All library drop boxes are closed. Due dates for items are being extended and overdue fines will not accrue while the building remains closed.

Why can’t I return my library materials? Why not open the book drops?
Our book drop bins are not large enough to hold all the materials that are currently checked out. By opening book drop bins to receive returns, staff would need to handle materials sooner than safely recommended.

Can I still donate books?
Due to the COVID-19 pandemic, donations are suspended until further notice.

How do I talk to someone at the Library if I have a question?
We are retrieving voicemails left at this number:(603) 640-3267 please leave a message with the best time & number to reach you and we will call you back. You can also contact us via e-mail: reference@thehowe.org for help using our online library resources or circulation@thehowe.org for questions about your library account, including username or PW/PIN.