

May 30, 2020

Dear Howe and Etna Library Patrons,

Thank you so much for your support during this unprecedented time. We know you have missed being able to come into the library to browse the collection, checkout materials, and visit with library staff. Even though our staff has been busy providing virtual services for the past two months, please know that we have missed our patrons and are eager to get back to putting items in your hands. Below you will find information about library services through the end of June.

The Library has developed a phased Restoration of Services Plan with information and guidance from the following sources:

- Hanover Town Manager and Human Resources department
- NH State Library Reopening task force

The goal of this plan is to fully restore Library services over the coming months while continuing to prioritize the health and well-being of patrons and staff. This plan may be subject to change as new information and guidelines come forward.

Beginning June 1, 2020, teams of library staff will be allowed to return to the Library building to reconfigure staff spaces. By June 15th, we plan to open our book drops and begin working through the backlog of new and returned materials at both the Howe and Etna libraries. As high circulating libraries, the process of digging out from a two-month closure is considerable. Due to the sheer quantity of materials that need processing and a reduced staffing model to maintain social distancing, we anticipate it will take us 2-3 weeks to complete this process.

While we work through the backlog, we will continue to provide all of the great virtual programming for children, teens, and adults, as well as our popular online collection of e-books, audio books, streaming video, Reference and Reader's Advisory services.

Presuming we are able to proceed through this first phase without interruption, we anticipate being able to begin Curbside Pick-up of library materials during the week of July 6, 2020. More information about this service will follow mid-June.

Your patience is appreciated and the staff at the Howe and Etna libraries look forward to restoring physical services as quickly as we can. For the latest service updates, please check our [website](#) or subscribe to **Now at Howe**, the library's e-newsletter. If you have questions or comments, you can reach us at reference@thehowe.org. Stay well!

Best regards,

Rubi Simon, Howe Library Director and Barbara Prince, Etna Library Director

Phase 1 Begins June 15

- Book Drops are Open
 - We anticipate a large volume of returns and will be emailing detailed instructions about how patrons can help us manage the influx of materials
 - When possible, Howe materials should be returned to Howe Library and Etna materials to Etna Library. Please e-mail circulation@thehowe.org or etna.library@hanovernh.org if you have questions about where to return your checked out items
- Library Building is Closed to the Public
- Due dates are extended to July 1st; all late fees waived until further notice
- Our on-line library resources available 24/7
- Reference and Reader's Advisory via phone and email
- Digital & Virtual programs continue
- No book donations accepted

Phase 2 Begins July 6

- All services of Phase 1 continue
- Library Building is Closed to the Public.
- Curbside Pickup Begins- contactless circulation of physical items – Books (and DVDs) are back!
- Holds can be placed on physical Items. You will be notified when holds are ready for Curbside Pickup
- Summer reading program begins
- No book donations accepted

Phase 3

Limited building access: hours and services will be implemented in phases for a gradual return to full service, based on Town of Hanover recommendations.