



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/> 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](#), [Twitter](#), and [YouTube](#), 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> for information about how to sign up for a library card online.

Are Howe & Etna Libraries offering curbside service?

Beginning July 8, we launch our Take-Out/Pick-Up service. Place a hold & pickup your items! Or you can submit a bundle request for items from the [children's collection](#) or the [adult collection](#). See our [Howe to Pick-up materials video!](#)

What other services is the library providing right now?

Now is a great time to try our online resources!

Downloadable books: <https://www.thehowe.org/downloadablebooks>

Resources for kids: <https://www.thehowe.org/weeklyprograms>

Streaming movies: <https://www.thehowe.org/kanopy>

Video tutorials: <https://www.thehowe.org/lynda>

RBDigital: stream shows, concerts, classes: <https://www.thehowe.org/howerbdigital>

Find book reviews, maker videos, and library resource tutorials on Howe Library's

YouTube channel: <https://www.youtube.com/user/howelibrary>

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?

Book drops have reopened you may return your items at any time. If you have a large item like an art print that will not fit in the book drop, please call 603-640-3266 to arrange a drop-off time.

All returning items will be quarantined for 3 days before check in so they will remain on your account until they are checked in. Late fees are suspended during this time.

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?

Our staff is working in the building and available to answer your questions Monday through Saturday 9 am – 5 pm. You may call 603-643-4120 or 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.

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