

## FAQs Reopening Phase 3

### **Why is it necessary to make an appointment?**

We are beginning our reopening with a temporary appointment model::

- To limit the number of people in the library at one time will help us provide a safe browsing environment for our patrons and staff
- To allow us to gradually readjust our workflow from our take out service to in-person service
- 30 minute appointments allow us to serve more patrons per day

### **Why are there separate sign-ups for adult & children's browsing?**

It is necessary for us to have different limits on the number of appointments for children's browsing at this time:

- The children's room has space constraints
- Family sizes vary
- Young children aren't yet vaccinated, making social distancing necessary

### **If I make an appointment for children's browsing may I browse adult materials too?**

Of course! You may browse in other areas, we just ask that you be aware of social distancing and understand that you may have to wait to browse an area if another patron is already there.

### **Do I need a library card to make a browsing appointment?**

You don't need a card to sign-up for an appointment but you will need a library card to check out library materials. If you have an account and have lost your card, call 643-4120 or e-mail [circulation@thehowe.org](mailto:circulation@thehowe.org) so that we can confirm your information and prepare a new card for you.

If you do not yet have a library account, please see our [library card page](#) for information about our resident & non-resident cards and a link to our on-line form to request a-library card.

### **Are you keeping the take-out option?**

We are keeping and even expanding the take-out hours as we transition to our open hours.

### **Will I be able to use a computer or tech support?**

In-house computer use will begin in our next phase of reopening by early Fall.

- Chromebooks are available for use in one of our outdoor areas where WiFi is available. E-mail [reference@thehowe.org](mailto:reference@thehowe.org) or call 640-3267 to schedule a time to use a Chromebook.
- We are offering in-person tech help under our tent. E-mail [reference@thehowe.org](mailto:reference@thehowe.org) or call 640-3267 to schedule a tech help session with one of our adult services librarians.
- Online tech help is also available, just e-mail or call to schedule a time.
- **Copies**-The printer will be available during our browsing hours. To avoid the exchange of cash, we are temporarily offering up to two pages free of charge.

### **When will the meeting & study rooms be available?**

Our meeting rooms are in use to support our take-out service. Meeting and study rooms access will resume in a later phase of our reopening.

### **When will you accept book donations?**

Accepting book donations will come in a later phase of reopening, most likely sometime this Fall.

### **What other services is the library providing?**

Our online resources are available 24/7, wherever you are; all you need is your library card!

OverDrive downloadable books: <https://www.thehowe.org/downloadablebooks>

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

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

Hoopla streaming movies & TV, audio books, e-books, comics & music [Hoopla.com](https://www.hoopla.com)

Online classes with [LinkedIn Learning](https://www.linkedin.com/learning) (formerly Lynda.com)

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

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

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