



## Frequently Asked Questions about the Library Reopening

### **1. When can I return books and other items to the Library?**

We are going to open our book return bins at 9:00 am beginning Monday, June 1. Materials will enter quarantine for a 72-hour period, so please understand that you will still see items listed on your patron account, even if you have returned them. Items are checked in **after** the quarantine period ends, and that is when you will begin to see materials removed from your patron account. Fees are not charged for returns during this period. Thank you for keeping our materials in your home while we were closed!

### **2. I cleaned out my entire house while I was home, and now I have a ton of books to donate. When can I bring those items to the Library?**

Because of the need to quarantine items, and extremely limited storage space – the Library is no longer accepting donations of any materials until further notice. You can place books and DVDs in the green Better World Book bin, located at the end of our parking lot. If the bin is full, do not leave items outside of the bin; they will be thrown out immediately. Consider repurposing some of your books by placing them in one of the Little Free Libraries located throughout Lindenhurst. Locations are listed on the back of our newsletter.

### **3. I have items that I borrowed from other libraries– can I return those items also?**

Yes, you can return items from other Suffolk County libraries borrowed through inter-library loan. The same procedures as above apply. In addition, we anticipate that full delivery service between the 56 public libraries in the county will not begin immediately, which means it is going to take a longer amount of time for you to see non-Lindenhurst Library materials removed from your account. Once an item comes out of quarantine, it will generate a transit slip for return to the correct library. Please anticipate a period of at least two weeks, before you see those items removed from your account. Email [circulation@lindenhurstlibrary.org](mailto:circulation@lindenhurstlibrary.org) if material remains on your account, and we will double check that the items were returned to its correct library.

### **4. Digital books are ok, but when can I get my hands on some physical books to read?**

We know folks are eager to begin reading “real” books again – we are too! Curbside pickup procedures are in the works, and we hope to begin offering that service around June 15, based on the phases of NY Forward continuing in a positive direction. Once a final procedure is in place, we will share it on our website and Facebook page, as well as email announcements. When the County Library System turns the shared circulation system live again, patrons

should also be able to place holds on materials for curbside pickup. They can also call the Library directly to speak to a Librarian for some readers' advisory assistance to help them find their next great book to read!

**5. I really used the Library more for its spaces – when can I walk into the building to use the computers, copiers, and other equipment?**

The Library is closely monitoring information from the Library System, the County and the State as we move forward in a slow and safe way to ensure that staff and the public feel safe using a public building. We are in the process of reconfiguring our public spaces to allow more room for physical distancing between computers, and people using different areas of the Library. Plexiglas is being installed at all public service desks, and additional hand sanitizer stations will be placed throughout the main floor and mezzanine of the Library. Patrons will not be allowed in the building until all necessary safety modifications are in place and installed.

If curbside pickup runs smoothly, and the information from the County continues in a positive trend, then we anticipate being able to allow appointments to use computers towards the end of June and/or beginning of July, assuming all safety modifications are finalized.

**6. Help! I need Wi-Fi. What can I do?**

The Library has two dozen Wi-Fi hotspots for loan. As they are returned, they will become available to Lindenhurst Library adult cardholders to borrow. Just check the library catalog using the keywords "Wi-Fi hotspot" to check availability. In addition, the Library is now keeping the building Wi-Fi turned on 24/7 so it is available for folks to use from their vehicle when the building is closed. Just park in the front of the parking lot, closest to the building and choose the Library's Wi-Fi on your device.

**7. I need to talk with a Librarian though – I need help with research. When can I do that?**

You can do that immediately through our new online chat reference service! Go to [www.lindenhurstlibrary.org](http://www.lindenhurstlibrary.org) and you will see a waving hand in the lower right corner that says, "We are here!" Just click to start a chat with one of our librarians. The service is currently operational Monday through Thursday from 9 am – 9 pm, and from 9 am – 1 pm on Fridays and Saturdays. You can also call the Library at 631-957-7755 to speak with staff directly. Our modified hours are also on the website.

**8. I have been working from home, AND helping my kids with their schoolwork. We need a break! When can we come to the Library to socialize and play?**

As of now, because of the different ways of transmission for COVID-19, the Library is unable to have public toys or equipment out for use in the Children's Department. Our staff is offering

many programs virtually for children and their families to enjoy, and our summer reading club is also up and ready for participants to register beginning June 1! Details are on our website, in blog posts on the Youth Services Blog “Check Us Out” and in the June newsletter, which is also available on our website.

As per Board policy, Children under the age of 14 must be accompanied by a caretaker or adult over the age of 16 in order to use the Library while it remains under a modified schedule because of the public health crisis our country continues to face. You can view Library policies on our website under the “Library Application and Policies” section.

**9. I miss coming to the Library for classes, story times, concerts, lectures, and other programs. When will those start again?**

As of now, all in-person programs are on hold until further notice. Library administration will continually reassess this as information regarding COVID-19 and the State and County plans for reopening is modified. In order to properly quarantine items for a 72-hour period of time for the health and safety of the public and Library staff – we are currently utilizing both the small meeting room and the large meeting room to hold items. This leaves us with no public meeting room space as long as it is required for us to quarantine materials. Over 2 million library items circulate annually through Suffolk County – which means we need to follow best practices from the professionals in the library field on how to lower the risk of transmission from library items to others. Since we cannot sanitize all of a book’s pages, quarantining of items for a 72-hour period throughout Suffolk County Libraries will ensure consistency and safety for all.

**Still have questions for us? Email [info@lindenhurstlibrary.org](mailto:info@lindenhurstlibrary.org)**