FAQ’s About Library Operations Under COVID-19 Restrictions

Last Update December 31, 2020

To review how the library is strictly adhering to the Library Sector rules as published by the State of Connecticut click here. Our plan has been approved by the Redding Health Department and certified with the State of Connecticut.

Is the Library open?
The Mark Twain Library has moved to curbside service ONLY through January 10th, 2021, as the number of COVID cases is expected to peak during the holiday season. Our services will still be available to the community: librarians will be in the building to help, our book drops will be open, patrons can continue to checkout and return items during this time.

VISITING THE LIBRARY

What are the Library Hours and have they changed due to COVID?
We have shortened our hours slightly, to maintain a healthy environment in the building.
We have staff available in the building to answer your calls during the following hours:
- Monday, Wednesday-Friday: 10 am - 4 pm
- Tuesday: 10 am - 6 pm
- Saturday: 10 am - 3 pm
- Closed Sundays

What is your mask policy?
EVERYONE has to wear a mask when you enter our building. Forgot yours? Don’t worry, we have disposable ones to hand out. For those who are unable to come inside, you are welcome to use our curbside pickup service; we also offer delivery service for the homebound.

Do children need to wear masks?
- Children ages 2+ are required to wear a mask.
- To ensure safety for all, please keep children under the age of 2 next to you or better yet, in a stroller.

Are you taking any special measures to provide a healthy environment in the library?
We are carefully cleaning and sanitizing all common surfaces and have implemented a new more frequent and rigorous cleaning schedule. We require masks to be worn, and we have hand sanitizer for your use throughout the library. However, the decision to visit us in person is up to you. Please keep in mind that the Library is an indoor space. We continue to offer curbside pickup and provide at-home delivery for those unable to come inside. We can even select reading or listening material based on your tastes – we can be your personal browser and make recommendations.
How many people can be in the Library at one time?
- 25 visitors can occupy our main area at one time
- 5 visitors can occupy our children’s wing at one time  *If another family is in the children’s area when you arrive, kindly wait until they are finished.

Can I spend extended time in the Library?
Right now visits will be limited to **20 minutes** for the purpose of browsing and checking out materials. There will be NO public computer usage at this time.

Why can’t I stay longer?
Our occupancy is severely limited by the specific rules regarding the Connecticut library sector and by our narrow corridors and space between stacks. The shortened stay will help control the flow of visitors and assure access to everyone.

**ALTERNATIVES TO VISITING THE LIBRARY**

Will curbside pick-up continue?
Absolutely! Place your holds through our catalog and you will receive an email when they are ready. Or, call to place a hold. #203-938-2545

Do you provide at home delivery to those of us who can’t come to the Library?
We are happy to provide socially distant delivery. Please call the library for assistance. #203-938-2545. Can’t decide what you want? We will select items for you or family members based on your preferences. We love doing this!

Do you provide delivery to Meadow Ridge?
Yes. A staff member delivers items to Meadow Ridge on Tuesday morning at 11 am and will take items to be returned to the Library. *Please leave items to be returned in the Meadow Ridge Library.*

**BOOK RETURNS**

How do I return items to the Library?
All material must be returned **through our outside return slots** so we can assure a quarantine period of 72 hours as recommended by IMLS, the leading authority on library safety protocol.

When will items show as checked in on my record?
3 days after they are returned and out of quarantine.

Will I have fines? How about older fines?
*You have so much to think about during this time. So…*
- We have removed all fines from all our library patrons’ records and will continue to do so through the end of January 2021
IN-BUILDING SERVICES

What technology services will be available?
- Public copier
- Public Fax
- The building has Wi-Fi but at this time stays to use the Wi-Fi are not permissable

Can I use the Makerspace?
The Makerspace is closed but please call the Library #203-938-2545 about using specific technology by appointment.

BOOK FAIR DONATIONS
Can we still donate books?
YES. We do, however, have updated guidelines on how to donate items to the Mark Twain Library due to COVID-19. Please continue to check our website for further information.
- All items must be placed in the sheds on the right side of the Library building by the person donating
- Only one shed will be open at a time; it will be clearly marked
- Items must fit inside the open shed. (Anything left outside the shed will be discarded.)
- Staff members cannot provide in person assistance at this time
- The sheds will be open 24/7
- **If the shed is full, please return at another time.** This effort is led and staffed by volunteers. We are protecting their health by isolating out items for 72 hours prior to contact. Our volunteers are working abbreviated shifts and socially distancing in a very tight space. We appreciate your donations but cannot handle our normal high volume at this time.
- **The sheds will be CLOSED starting December 20th and will reopen as soon as the building is open to the public.**