FAQ’s About the Library Reopening

When does the Library reopen?
The Mark Twain Library opens the doors on July 30th.

What are the Library Hours and are there special hours?
General Hours: Mon.-Fri. 10 am - 4 pm/Sat. 10 am - 3 pm

Please Note:
• 10-11 am: Open for those aged 60+ and immune compromised users ONLY
• 11 am – 4 pm: Open Hours (We strongly recommend as few members per family as possible)
• 4–6 pm: Family hours by appointment (up to 5 family members – children must wear masks)
  Call us to make an appointment: 203-938-2545

What is your mask policy?
EVERYONE has to wear a mask when you enter our building. We are, however, continuing curbside pickup for those who cannot come inside and concierge service for the homebound.

Is it safe to enter the Library?
We are carefully cleaning and sanitizing all common surfaces and have implemented a new more frequent and rigorous cleaning schedule. However, the decision to visit us in person is up to you. Please keep in mind that the Library is an indoor space. We will continue curbside pickup and provide at-home delivery. 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?
• 20 visitors can occupy our main area at one time
• 5 visitors can occupy our children’s wing at one time – so we advise making an appointment to use this area during our special family hours (4-6 pm Monday – Friday.) Call the library to sign up for a 20-minute slot: 203-938-2545.

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.

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

What happens when I enter the Library?
A masked socially isolated greeter will offer you hand sanitizer and remind you to follow the floor markers. Forgot your mask? We will give you a disposable one.

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 ILMS, 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 until July 31st
- After July 31st, we will adjust fines to make sure you are not charged for the period the items were in quarantine. Fines begin again on August 1st.

What technology services will be available?
- Public Computers (limited 20 minute usage)
- Public copier
- Public Fax
- Wi-Fi and Internet

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

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.

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. 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.

When can we donate books?
You can begin donating books starting on July 30th. Please note the updated guidelines on how to donate items to the Mark Twain Library due to COVID-19.
- All items must be placed in the sheds on the right side of the Library building by the donor
- Only one shed will be open at a time; it will be clearly marked
- Items must fit inside the open shed
- 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 summer volume at this time.