

Durham Branch 519-369-2107 Open Tuesday 2p.m.-7pm Wed-Fri 10 a.m.- 4 p.m.

Ayton Branch 519-665-2342 Open Tuesday 2p.m.-7p.m.

Neustadt Branch 519 -799-5830 Open Thursday 12p.m.-5p.m. CURBSIDE ONLY

Elmwood Resource Centre 519-369-2107 Open Thursday 6p.m.-7p.m. CURBSIDE ONLY

Please review the information below about the new processes and safety measures in place.

## **What's Available?:**

Drop-in Services at : Durham and Ayton branches

- Holds pick-up
- Browse our collection in person
- Photocopying, faxing, and printing
- Scan to email – Durham branch only
- Tinker Boxes
- Coming Soon- Snowshoes
- Readers advisory

## **By Reservation Only:**

- Curbside pick-up
- Computer
- Wifi
- Call in Tech help Tuesday 5pm-7pm (519-369-2107)

## **What's not available?**

- Access to the Elmwood Resource Centre location and Neustadt location
- In-person library programs
- Toys
- Ear phones
- Apple iPad
- Extended library visits
- Common seating areas
- Meeting room rentals

- Study space
- Genealogy and local history research
- Exam proctoring

## How we're keeping you safe:

- Occupancy limits, per provincial guidelines (5 patrons maximum)
- Providing hand sanitizer and face masks
- Asking health questions before you enter the building and ensuring face covering is worn.
- Contact tracing- we will ask for your name and phone number
- Reorganized spaces for physical distancing, including barriers at service points
- Isolating all returned materials for 72+ hours
- Increased sanitation schedule
- Staff training on safety measures

## What you can do to help:

- Stay home if you are feeling unwell, have a fever, new or worsening cough, or difficulty breathing
- Do not return material if you or anyone in your house is unwell.
- Must wear a face covering
- Practice social distancing
- Wash or sanitize your hands before entering the building, and frequently throughout your visit
- Limit the duration of your visit (60 minute maximum)

## Curbside Pick-up

Available during open hours

We have designed a contactless system to get material to you in a safe way. All returned library material has been quarantined for at least 72 hours before passing it to you, as suggested by health professionals.

## How it works

1. Reserve items for pick-up by placing holds through the online catalogue, email or by calling your local branch
2. When you receive a notice that your hold is ready, contact the library to schedule a date and time for contactless pick-up. It may take up to 2 weeks to fill your request as material may need to be retrieved from other branches.
3. Come to the library at the arranged pick-up time. Call to let us know you have arrived. We will bring your material out to you and place in your backseat or trunk of your vehicle. Maintain physical distancing as we deliver your materials.

## What you need to know

- Regular loan periods apply
- Drop boxes are open 24/7
- No fines are being charged for late fees.

We encourage you to explore all the services that the library offers. The digital collection includes eBooks, audiobooks and Kanopy. The library is also offering virtual programs for adults and children on the library's YouTube Channel and Facebook page.

## Do I need to show my library card when I pick-up material?

No. We will confirm your library card number when we set up the appointment for pick-up. Your items will be signed out on your account and a due date receipt will be inside the material.

## Can someone else pick-up my library material?

Yes. You can designate a family member or friend to pick-up for you if you have their library card.

## What if I don't have a card?

You can come in with photo id and something with your address on it, a driver's licence will work. We will be happy to help you get a library card.

## I have to renew my library card. Do I have to come in?

No. You can call, email or contact us on social media. We will need you to verify your name, address, phone number and email address and we will renew it for you.

## **I returned my library items. Why are they still showing on my card?**

All returned items are in quarantine for at least 72 hours before check-in for the health and safety of everyone. Because of this, your items may remain on your account for up to a week. You will not be charged overdue fees during this period. Due to system constraints, automated notifications continue to send as usual. We apologize for any confusion this may cause.

Please contact us after one week if a returned item remains on your account.