

TALKING POINTS FOR AUGUST 5-20 CLOSURE

Q: ***Why is my library closing for two weeks?***

A: We need to replace the carpet and repaint in our public areas—the places that were not renovated during the 2017 construction and renovation. That means the areas with shelves—Youth, Adult, Tween—the Community Room, the hallways, the stairs are not available. Our 2018-2022 strategic plan calls for us “to improve the library as a destination.”

Q: ***Why didn't you do this in 2017?***

A: Three major reasons: 1) because the 2017 renovation and addition was out of our savings and not added revenue (from a bond, for example), and we very conservatively held back savings in case of dire unplanned work, 2) the carpet was not yet due—it had a ten-year life which expired in 2018, 3) we wanted to keep the Library as open as possible for our community despite the added challenges of the renovation.

Q: ***Why are you doing this now? I've got two more weeks before school starts!***

A: Typically, the two weeks before school starts are the slowest period for public library traffic in the year. Because of Cromaine's extensive event and class schedule it is challenging to find a really good time to close. Please watch Facebook, Twitter, read the Cromaine Connector's blog posts to discover how you can continue to use Cromaine without being inside Cromaine.

Q: ***What happens to all my books and DVDs and... I've requested?***

A: If you have **holds** on the shelves that you have not picked up by Saturday, August 3 at 5:00 pm, those hold items will be returned to our shelves or to the library from which the item was received. You will need to place another hold and you will have a different place in the hold queue.

If your item had not been received yet, but the hold is filled in our TLN shared catalog during closure, your hold will remain at the warehouse and will be delivered and on the shelf for you when we re-open Wednesday, August 21 unless your hold period has expired.

If your item had not been received yet, and the item was coming through the MeLCat system and is filled during closure, your hold will remain at the warehouse and will be delivered and on the shelf for you when we re-open Wednesday, August 21, unless your hold period has expired.

Two things you can do about your holds which may be filled during the closure: 1) you can change the pick-up location from Cromaine to one of our neighboring and participating libraries, e.g., Highland, Brighton, or Milford. 2) you can suspend your holds, as if on vacation, which allows you to remain in relatively close to the same place on the hold list (not falling to the bottom) and then unsuspend and resume being on hold.

Neither of these solutions will work for MeLCat items nor are you able to pick up MeLCat items at other libraries.

Please ask staff to show you how to change your pick-up location or suspend your holds in your library card account for this period if you would like to do that.

Q: *I've been waiting for **new items on the **In Demand shelves**. What happens to those while you are closed?***

A: Many of our staff will continue to work in the building during this period because staff areas are largely unaffected. So, we will continue to receive the new items, process them, and they will be available for you when we re-open August 21.

Q: *You said many of the staff will work? What happens to the rest of the staff? **Are you laying people off? I want my special person to be happy!***

A: We want our staff to be happy, too! So we are exercising a lot of flexibility in our human resources policies. Some staff will choose to be on unpaid furlough, but they are not forced to do so. Some staff will continue to work throughout this period, offering programs, carrying out school visits, providing outreach at other sites, attending trainings, and preparing for a busy fall event schedule. Some will be able to work from other sites; some will be here every day catching up or accomplishing projects that are best done without interruptions.

Q: *What if I have a **burning reference question? What if I need to reach you?***

A: A closed message will be heard when you dial in. If you know a party's extension, the call will ring through, and as with every typical day, it will be answered if possible or go to voice mail. Managers will check voice mails regularly August 7 through August 20. (August 5 and 6 our telephone system will be down as the building will be offline for server room updates.) We will return calls as we are able to do so. Emails to web@cromaine.org will be checked daily as well during this period. We do encourage you, though, to use this time to get to know the other libraries in the area and their

resources. We are fortunate to have great libraries in Livingston County and in The Library Network system.

Q: *I won a **prize at the Summer Reading Finale, but I wasn't there. When can I get my prize?***

A: You can pick up your prize when we re-open August 21.

Q: *I have books and stuff to **donate to the Friends of Cromaine. What do I do with those?***

A: Please hold your donations until the Library re-opens August 21. The Friends will not be able to process your donations during the closure as they will not be able to work in their areas—they are part of the first and third floor public spaces. If you cannot wait to donate, please consider donating your items to any of the other area Friends groups at Brighton, Howell, Highland, and Milford. Please do not leave used materials donations at the Library's drop boxes.

Q: *I have things to **return. They are due! What am I supposed to do with those?***

A: Any items checked out from Cromaine that would customarily be due during the closure will have their due date extended to August 21. If, for some reason, an item slips through (likely from another TLN library), those items should be returned to Cromaine August 21 for a fine-free return. When returning items borrowed at Cromaine but which are not owned by Cromaine, at another area library, if the item is overdue, there will be a fine placed on your record or you can pay it immediately at that library. Please, if possible, simply hold on to your checked out items until we re-open August 21.

Q: *The only thing I use you guys for is the **wifi. What am I supposed to do?***

A: If you have your own computer and need wireless, our wireless will be available outside the building from August 7 through August 20. (It is down on August 5 and 6 so that the server room can be updated.) Bigby Coffee of Hartland has very good wireless as do Leo's Coney Island, McDonald's, and Big Boy. You are also welcome to visit other area public libraries to check out their technology offerings. Mobile wireless printing is also available at The UPS Store east of US-23 on M-59/Highland Road. The Library's wifi hot spots, too, can be checked out and your check-out will continue through the closure if checked out between July 30 and August 3.

Q: *Well, I don't have a **computer** and I was counting on you. Now what?*

A: Please consider visiting other area libraries, all of which have computers and most of which likely have guest cards to give access to their computers.

Q: *I just need to **reserve a room** for a meeting in September. Can I still do that?*

A: Yes. Our online room reservation system is still available and will be up and running throughout the closure, including August 5 and 6. Create your account, make your reservation, and staff will continue to monitor and address those reservations during closure.

Q: *I cannot believe I am not going to be able to use a **study room** the last two weeks of summer! What am I supposed to do? Where can I go?*

A: We are truly sorry for this inconvenience. We know our study rooms are very popular and there are few alternatives in the community. Please consider Hartland Biggy Coffee, the outdoor patios of Tim Horton's or Culver's, or, perhaps, enjoying a picnic table at one of our great parks—Epley Park on Maple/Hibner, Settlers Park on Clark Road, or Heritage Park on M-59/Highland Road. Or, again, visit one of the other area libraries.

Q: *I signed up to practice **Quidditch**, **attend the Art Film series**, go to my book club... Are you still having those? Where?*

A: Yes, the programs on our event calendar during this period will still be held but mostly at other locations. Quidditch practices we expect to have here on the South Lawn. Others will be at the Music Hall or local restaurants and, if you are signed up, you will be notified in advance of location. If the event is a drop-in event, please watch Facebook and Twitter or revisit the event calendar to see the latest information on event locations.

Q: *Mostly, I use the **e-resources** like Libby and hoopla. Are those going to continue to be available during the closure?*

A: Yes. Our digital resources are not even affected by the August 5 and 6 server room update as they are hosted remotely. If you haven't tried these out, or if you'd like to see what's new, please consider participating in our Digital Library Countdown from August 5 through August 20. Pick up a Digital Resources Passport prior to the August 5th closure (or download it from the web site [LINK]) and each day try a different e-resource—one we suggest or one you find on our web site that's new to you. Check off 17 items and bring in your passport Wednesday August 21 through Monday August 26 by 9:00 pm. You will be entered into a drawing for a \$100 Best Buy gift card! You are on your honor—but we will look to see if our check-

outs and our new accounts in these resources increase during this period.
Winner will be announced August 27!

Q: Will we be able to *see what's happening inside Cromaine? What are the paint colors? What does the new carpet look like?*

A: We expect to post photos of the work in progress during closure on the Facebook site and likely on Twitter and Instagram as well. Before that, the colors and carpet samples will be available at the July 25 Regular Board meeting, 7:00 pm in the Community Room.