

FAQ's About Library Operations Under COVID-19 Restrictions

Last Update May 22, 2021

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?

Yes! As of May 22, 2021, The Mark Twain Library is open for patrons to visit and browse. The way we operate while open, however, will be slightly different than before the pandemic. We suggest and appreciate you limit your visit to 1 hour. *All visitors are required to wear a mask while inside the Library*. There will be a limited number of computers available to use by appointment only. For those unable to visit, we continue to offer curbside service 24/7. Our book drops are also open 24/7 and patrons can continue to use all of our online services.

VISITING THE LIBRARY

What are the Library Hours?

Our doors will be open and staff will be inside the building to help out and answer questions during the following times:

Monday-Friday: 10 am - 5 pm

Saturday: 10 am - 4 pm

Closed Sundays

How do I make an appointment?

To make an appointment to use a computer or the Business/Technology Center, click [HERE](#).

What is your mask policy?

As of May 19th, Connecticut is not making mask wearing mandatory inside for those that are vaccinated. However, out of an abundance of caution and concern for the community's children who are not yet fully vaccinated or are too young to be vaccinated; we kindly ask you to wear a mask while visiting the library. Staff will continue to wear masks as well.

Please be assured that the Mark Twain Library staff will not ask to see your vaccination certification or monitor mask wearing. But, we are encouraging you to please wear your mask even if you are vaccinated. Non-vaccinated individuals are required to wear their mask. We will also be glad to provide you with a mask if you forget yours. Thank you for your consideration.

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.***

Can I spend extended time in the Library?

We appreciate that you limit your stay at the Library to 1 hour per visit.

Can I hold a meeting or attend a program at the Library?

At this time there will be no meetings held inside the Library. You are welcome to use our outdoor tables and chairs to have a meeting on our premises but outside. Throughout the summer we will offer some of our programming outdoors as well. We continue to offer most of our children, teen and adult programs virtually. Check our calendar here for specific programs and to register: <https://marktwainlibrary.org/calendar/>

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 48 hours.

When will items show as checked in on my record?

2 days after they are returned and out of quarantine.

Will I have fines? How about older fines?

- We have removed all fines from all our library patrons' records and will remain fine free until further notice

IN-BUILDING SERVICES

What technology services will be available?

Our newly designed Business/Technology area offers use of a computer with Microsoft Office, a scanner and a copier. We encourage patrons to make an appointment to use the public computers. In addition, if you need to send a fax, faxing is available through Fax 24 – a pay per use service. If you want to use this service, please call the library prior to your visit.

Express Computer – there is a first come first serve computer in the children's area and an additional computer in the back of the library. The use of these does not require an appointment but time is limited to 30 minutes.

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.

