



August 28, 2020

Dear Wauwatosa Families and Educators,

The Wauwatosa Public Library aims to provide excellent library service and works to keep our community safe during these unprecedented times. We do so by following CDC, Wisconsin Department of Public Instruction, and Wauwatosa Health Department guidelines, which has resulted in changes to how we offer library services.

We want to share how the library will serve you and your family as we enter the 2020-2021 school year.

- We are not able to accommodate groups of children gathering this fall due to safety guidelines.
- We are monitoring the number of visitors in the library. If the library reaches its limited capacity, additional people will wait in the lobby until others leave.
- Visitors must follow all state and local mask mandates, and practice social distancing by staying at least six feet from others.
- To support the health, safety, and wellness of our community, we ask that visitors stay only as long as necessary to find books, pick up holds, use a computer, or receive reference assistance.
- There is very limited seating in the Adult Library.
- There are no computers, tables, chairs or study rooms available for use in the Children's Library.
- In-person collaboration, hanging-out, and socializing are not allowed.
- Students 14 years or older may use a computer in the Adult Library; sessions are limited to 90 minutes per day.

We're happy to share that there are still many library services available.

- We offer access to [HelpNow](#), a unique online tutoring and studying suite designed to help students of all ages succeed.
  - **Live online tutoring for all learners** Students can access real-time assistance through the intuitive Brainfuse online classroom. Brainfuse tutors are trained to help users master a problem's underlying academic concept.
  - **Expert writing guidance at every step** Students can access writing assistance in a way that works best for them. Through live writing help, students work in real-time with a tutor on brainstorming, revising, and more. Our intensive writing lab allows students to submit a paper to receive instructive and thoughtful analysis in 24 hours.
  - **Academic and standardized test prep** SkillSurfer contains a comprehensive library of practice tests. When a student takes a SkillSurfer test, HelpNow instantly prepares a skill-by-skill learning plan, including recommendations for targeted tutoring. Supported tests include the new SAT and ACT.
  - **Learn more with lessons, videos, and tests** SkillSurfer is an extensive library of lessons, videos, and practice tests in a wide range of academic subjects, all created by the

Brainfuse team. SkillSurfer includes state-aligned skills building, practice tests, college application assistance, ESL services, parent resources, and more.

- **Collaboration tools** Students can use HelpNow's MEET to schedule sessions with friends in a private virtual study room.
- We offer [Mobile printing](#), which allows students to print homework from a home computer or cell phone and pick up printouts at the library.
- The library continues to offer a wide variety of physical resources to meet the needs of our community. Our shelves are open for browsing, and you can also request items from other libraries via [CountyCat](#).
- We have digital editions of books, audiobooks, music, movies and graphic novels via [hoopla](#), [Kanopy](#), and [Wisconsin's Digital Library](#) using the [Libby app](#).
- We can provide you with a list of book recommendations customized for your child or teen. Just [fill out this form](#) and receive an emailed list from our Children's Librarians.
- We will continue our regular Story & Rhyme times virtually. Please see the [Children's calendar](#) for times and dates as well as other program offerings.
- Reference service is available in person, by phone, or via email.
- For those who are not comfortable coming inside the library to pick up their books, we offer our [curbside pickup service](#).
- Please see the [library's website](#) for information about getting or renewing library cards.

To find our current hours of operation and other info, please go to [www.wauwatosalibrary.org](http://www.wauwatosalibrary.org).

We look forward to seeing you soon and thank you for your understanding and support. If you have questions or comments you can reach us at [tosainfo@mclfsls.org](mailto:tosainfo@mclfsls.org) or (414) 471-8484.