

## **DENVILLE LIBRARY REOPENING: FREQUENTLY ASKED QUESTIONS**

### **Do I need to make an appointment to come to the Library?**

Yes, please make an appointment by going to the Library's website and clicking "[Book In-Library Appointment](#)" or calling the Library at (973) 627-6555.

### **How long can I stay in the Library?**

Appointments for the children's room and the main areas of the Library are for 15 minutes.

### **What if I want to browse both the children's room and the main areas of the Library?**

A children's room appointment includes browsing and checkout of children's and family dvds. If you plan to visit other areas of the Library, please also make a separate appointment at the same time for the main areas of the Library.

### **What if I need more than 15 minutes?**

To allow staff enough time in between appointments to sanitize high-touch surfaces, appointments are limited to 15 minutes. If you need additional time, you are welcome to book an appointment on another day or call the Library for further assistance.

### **Can I use the copier/scanner/printer?**

*Not at this time, but those services will be offered soon.* If you have something that needs to be printed out, you are welcome to use our [Curbside Printout Pickup](#) option. This option allows you to print wirelessly up to 5 pages in black and white for FREE per day to be picked up curbside.

### **Do I need to wear a mask?**

YES. Children ages 2 and up and all adults need to properly wear a mask (covering nose and mouth) at all times when in the Library and on Library property. If you are unable to properly wear a mask, we can accommodate you with Curbside Pickup.

### **How is the Library keeping the public safe?**

We've enacted the following safety measures:

- One way traffic flow throughout the building
- Plexiglass barriers at the service desks
- Enhanced cleaning and sanitizing of high-touch/traffic areas
- Returned items are quarantined for 7 days prior to being checked in
- Temperature and symptom check daily for staff
- Hand sanitizer readily available for staff and patrons
- Staff members who travel to areas on New Jersey's self-quarantine list are required to stay at home for 14 days before returning to work

### **What if I don't feel comfortable coming into the Library?**

We will continue to offer Curbside Pickup as well as our outdoor Pop-Up Library. The Pop-Up Library will be held weather permitting on Saturday mornings from 9:30 am to 11:30 am.

**What if I am looking for a specific book/movie/audiobook?**

Call or email us ([contact@denvillelibrary.org](mailto:contact@denvillelibrary.org)) prior to your appointment and we will try to pull the item for you. If you are looking for more in depth suggestions on what to read/watch/listen to, please fill out our [Reader Request Form For Adults & Teens](#) or [for Children](#).

**Can I use the bathroom? The water fountain?**

For the safety of our staff and community members the bathrooms and water fountain are unavailable at this time.

**Can I wash my hands?**

Although bathrooms are closed at this time, hand sanitizer is available throughout the Library.

**Can I pick up my holds in person?**

Yes, you can come into the Library and pick up your holds.

**Can children come to the Library alone?**

Children younger than 6th graders (that is, 5th grade and under) must be accompanied at all times by an adult at least 18 years old.

**Is the children's playhouse open? Are toys, puzzles, and coloring sheets available?**

No, the playhouse is closed and we have put the toys, puzzles, and coloring table into storage. The computers have also been removed from the children's room.

**Where should I park?**

The numbered spaces in our parking lot are reserved for Curbside Pickup. If you are coming to the Library for an appointment, please park in the spots without numbers.

**When will you be fully open?**

We do not have a date yet, but we'll be sure to update our social media and website as we add more services.

**When will in-person programming start again?**

We have been offering outdoor programs for children and will continue to do so throughout the fall of 2020, weather permitting. We also continue to offer virtual programming for adults. Please check back for updates.

**What if the item I want isn't available at the Denville Library?**

*Interlibrary loan is back!* You may place a hold in the library catalog or call us to request an item.