

# WELCOME BACK!

## PHASED REOPENING

On August 3rd, 2020 the Newburyport Public Library will resume limited in-person services with specific guidelines in place. Public and staff health & safety is our top priority.

*See detailed guidelines on our website: [newburyportpl.org](http://newburyportpl.org)*

### AVAILABLE

- Patio pick up
- Online resources
- Virtual programs - see event calendar
- Phone/email/chat help
  - Library cards and account help
  - Item requests/renewals
  - Research/recommendations
- Limited 1st & 2nd floor browsing
- **Appointment-based services:**
  - Computer use (30) minutes/day
  - Printing/scanning/fax
  - Archival Center-Call for details
  - Research & readers' advisory

### REQUIRED:

- Masks
- Social distancing
- Hand sanitizing
- Indoor visitor check-in

### UNAVAILABLE

- Walk-in PC/printer use
- Photocopier
- Technology assistance
- Study rooms, meeting rooms, program space, study carrels, reading areas/seating
- Children's Room
- Teen Loft
- 3rd floor browsing
- 2nd floor microfilm
- Print newspapers
- In-person programs
- Museum passes (some exceptions - Please call ahead. Pick up at patio.)

**Make an appointment on our website at  
[newburyportpl.org](http://newburyportpl.org) or call us: 978-465-4428 x242**

# PHASED REOPENING

## Using the Library

### GENERAL GUIDELINES

#### REQUIRED:

- Masks covering nose & mouth (Age 3+)
- Social distancing 6ft
- Hand sanitizing
- No COVID-symptoms or personal contact
- Indoor visitor check-in (health dept tracing)
- Adherence to building use guidelines and library policy
- Some services by appointment only (no-drop ins) - see below for details.

*Ask about reasonable accommodations if you are unable to meet above guidelines.*

### STAFF HELP

Call (978) 465-4428 or visit website at: [newburyportpl.org](http://newburyportpl.org)

- Item requests
- Research and resource help
- Make appointments
- Library cards and account assistance

Staff available by phone, email, chat:

- Monday-Thursday 9:00am-9:00pm
- Friday-Saturday 9:00am-5:00pm

### PATIO PICK UP

Patio Pick up of available holds/reserved passes:

- **Monday-Thursday 9:30am-8:00pm**
- **Friday-Saturday 9:30am-4:30pm**

### APPOINTMENTS

*Limit one reservation per individual daily*

#### (30) minute appointments:

- Computer/scanner access
- Printing from PC/Wireless
  - Cash or check ONLY-Please bring exact change
  - (\$0.15/pg B&W, \$0.35/pg Color)
- Fax (\$1.00/pg, 10 pg max daily)
- Reference help

#### (60) minute appointments:

- Archival Center research. Call ahead.

**Monday-Thursday appointments 9:30am - 3:30pm,**

**Friday-Saturday appointments 9:30am-11:30am.**

**Limited by staff availability. Visit website/call to register.**

### BROWSING, CHECKOUTS & RETURNS

Indoor use:

- Building access:

<b>Monday-Thursday</b>	<b>Friday-Saturday</b>
<b>9:30 am-4:30 pm</b>	<b>9:30 am-1:00 pm</b>
- Bring your library card
- Use self-checkout
- Limit (5) item check out
- Limit to (30) minutes in building
- Staff assist (5) item search per visit
- Stacks desk for item requests/assistance

-Get your holds at patio pick up

-Returns at outside book drops ONLY

-NO donations.

**MAKE AN APPOINTMENT**

Newburyport Public Library visitors are required to:

- Wear a mask or other facial covering at all times while in the building.
- Sanitize hands prior to entry and after touching any shared surface.
- Certify no COVID symptoms or close contact with COVID-positive or under review individuals.
- Certify no travel outside of New England in the past (14) days.
- Maintain 6-foot minimum distance from others in building where possible.
- Limit visit to (30) minutes unless otherwise expressly permitted.
- Observe all protocols and directions of the library and library staff.

All of the above are for the safety of library staff and everyone in the library, and are in keeping with the guidelines from state, town, and public health officials.

Protocols are subject to change and will be updated as new information becomes available.

## Using the Newburyport Public Library

The library has resumed offering limited in-person services in addition to our patio pick up and virtual services. We do not have a date when full services and programs will resume. The safety and health of patrons and staff is our priority and we will continue to abide by federal, state, and local regulations and guidelines. Thank you for following guidelines and for your patience and flexibility as we move through this time together.

### **Available services**

#### **Virtual services**

Phone, email, and chat assistance is available during library staff hours:

- Monday-Thursday 9:00 am-9:00 pm
- Friday-Saturday 9:00 am-5:00 pm

Get a library card, request or renew items, get research help, reading recommendations, make an appointment.

Check our library calendar at [newburyportpl.org/events](http://newburyportpl.org/events) for virtual programs.

#### **Visiting the library:**

- No COVID-symptomatic visitors permitted
- Mask required for all visitors ages (3+)
- Indoor visitors are required to sanitize hands prior to entry and after touching surfaces
- All indoor visitors must check in at the front desk
- Capacity and appointments are limited
- Indoor visits (30)-minute limit
- Ask staff about reasonable accommodations if you are unable to meet these guidelines

#### **Materials Pick Up**

- Patio pick-ups remain available for all items placed on hold by phone, email, or in person
  - Monday-Thursday 9:30 am – 8:00 pm
  - Friday-Saturday 9:30 am – 4:30 pm

#### **Checkouts**

- Indoor visitors must use self-checkout stations.

- Pick up holds at the patio window.

## **Browsing**

- Hours:
  - Monday-Thursday 9:30 am-4:30 pm
  - Friday-Saturday 9:30 am-1:00 pm
- Five (5) item limit checkout per visit
- Bring your library card
- Browsing is available for first floor items (new books, adult media, large print books and magazines), second floor books, and selected Young Adult, Children's items and music CDs
- Browsing is limited by space capacity
- Browsing items are 'handle at your own risk'
- In-library on-shelf materials searches limited to (5) items per day

## **Services by appointment** (dependent on staff availability):

- PC use, printing, scanning – one (30) minute session per day.
  - Printing: \$0.15/page Black & White; \$0.35/page Color. Exact change or payment by check.
  - Patrons must supply personal headphones.
- Mobile printing from personal device or remote wireless printing pick ups
- Faxing – call for details
- Research help, readers' advisory
- Archival Center research and collection browsing: (60) minutes per day.

## **How do appointments work?**

- 30-minute appointments. Monday-Thursday 9:30am-3:30 pm, Friday-Saturday 9:30am-11:30am. Sign up [HERE](#).
  - 60-minute Archival Center appointments. Monday-Thursday 9:30am-3:30 pm, Friday-Saturday 9:30am-11:30am. Call the Archival Center for details. Advance notice is recommended.
  - Reserve appointments up to 24 hours in advance.
  - One appointment per day, per visitor.
  - Appointments may be released to others waiting if you do not arrive on time.
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## **Not available at this time**

- 3<sup>rd</sup> floor collection browsing
  - Children's Room
  - Study room, meeting rooms, program space, study carrel use
  - Reading Room, reading areas, seating
  - In-person programs and activity spaces
  - Teen Loft
  - Photocopier
  - Microfilm use
  - Technology assistance
  - Walk-in PC or printer use
  - Museum pass reservations (some exceptions – call Circulation desk for details)
  - Newspapers (some available online)
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## **FAQ:**

### **What is the library doing to keep patrons safe?**

- Limiting number of people in the building at any given time
- Limiting some services and equipment access in accordance with public health needs
- Scheduling timed appointment-based visits
- Removing seating and encouraging social distancing
- Creating one-directional traffic flow
- One-person limit in restrooms and elevator
- Providing designated services in dedicated areas to improve efficiency and safety
- Using plexiglass shields at staffed service points
- Encouraging frequent hand-washing and providing sanitizing stations
- Requiring staff and patrons to wear masks
- Quarantining returned materials
- Thorough nightly cleaning of building and high-touch surfaces
- Contact tracing per city health department mandates

### **Returning Materials**

- No indoor returns. Return materials at main building book drop or Market Basket book drop only.

- All items are quarantined (4) days prior to check in. No overdue penalties will apply.
- No donations accepted.

### **Why do I have to check in?**

Check in is required at this time for all Newburyport Public Library visitors to ensure health and safety of all staff and visitors.

- **Contact tracing city health department mandates** – Access to records is limited to city health department staff and library administration and is purged every (30) days.
- **Capacity limits** – building capacity must be monitored in accordance with current city health mandates.
- **Services by appointment only** - Some services are only available in the library by appointment at this time. Staff must ensure visitors have reserved appointments for these services.

### **Why can't I stay longer than (30) minutes?**

The Library aims to offer service to all. Limited visits are encouraged to allow others building access and to limit potential exposure to public health hazards.

### **Why can I only check out (5) five items when I visit?**

Staff capacity and item availability are limited. Access to materials for all visitors is a continuing priority. Requests for additional materials (owned by Newburyport or other libraries) can be made by phone or online through your account. Items will be available for patio pick up.

### **When is the library resuming in-person programs, tech help, museum passes, and ComCat borrowing?**

We do not have a set date for these services yet but will share widely with the community as status changes. We are carefully following guidelines from the Governor, Massachusetts Board of Library Commissioners, and the City Health Department. Our priority continues to be the health and safety of library visitors and staff. Please watch our website, subscribe to our e-newsletter, follow social media, or call the library for updates.

### **Can I do wireless printing at the library?**

Users are encouraged to schedule a pick up [appointment](#) for wireless print jobs, and to [send items to the print pick up station](#) prior to visiting.



**Criteria for Closing the Library**

In the event of reduced staffing levels, a local outbreak, a sick staff member or library patrons, or as otherwise directed by the Board of Health/City or State Governance, the Library may be forced to close for a period of time, reduce operating hours, and/or limit services. All closings will be communicated to the public as quickly as possible.