Gray Public Library Re-opening

Frequently Asked Questions

1) OVERVIEW
   a. Is the Gray Library open?
      i. Yes. The Library has been closed since mid-March due to COVID-19 outbreak. We reopened our lending services on May 5th, 2020.
   b. What hours are you open?
      i. We are open Tuesday, 12PM to 6PM; Wednesday, 12PM to 6PM; Thursday, 10AM – 5PM, Friday 10AM to 5PM, Saturday 10AM to 3PM. Our hours may change, so please check our website and Facebook page for updates.

2) BROWSING
   a. Can I come into the building?
      i. Yes, but with safety precautions.
   b. I need to return my books!
      i. Our book drop is open for business. We are asking that all materials be returned in our exterior book drop. We are keeping the book drop at the circulation desk closed for the time being. And please, no donations at this time.
   c. Is there anything I need to know if I want to come to the library?
      i. All patrons over the age of 2 must wear a facemask to gain access to the building. We are allowing only 10 people into the building at a time so if to do come in, please try to limit the length of time of your visit as much as possible. If you are browsing and touch an item you don’t want, please leave it on one of the designated tables so it can be quarantined for 72-hours. And please remember to bring in your library card or photo ID.

3) CURBSIDE PICKUP
   a. If I don’t want to wait in line, or don’t want to come into the building, is there an alternative?
      i. Yes. On May 5th, the library also instituted curbside pickup.
   b. How does that work?
      i. You may search our online catalog (https://minerva.maine.edu/search~S45). When you see an item
owned at the Gray Library and listed as AVAILABLE, it may be requested. Requests may either be emailed to the library (graylib@gray.lib.me.us) at any time, or you may use the REQUEST button in the online catalog, or call us (207-657-4110). We will take your order and contact you when it is ready for pick up. You may drive to the loading dock on the right side of the building and call the listed number. A staff member will leave a sanitized bag with your materials on the dock. Please do not exit the car until the staff member has returned to the building. If you require assistance, upon request we will deliver items to your trunk.

c. Is there a maximum amount of materials I may request through curbside pickup?
   i. For now, we are limiting curbside pickup to 10 items.

d. When will the items be due?
   i. Feature films and music CDs are due in 7-days. All other materials are due in 21-days.

4) OTHER LIBRARY SERVICES
   a. What about other services you offer?
      i. Unfortunately, for the time being, we are now allowing use of our public computers. Additionally, we cannot fax, photocopy, or scan materials. We expect to resume these services shortly.
      ii. We have removed almost all seating available to the public. We have removed the children’s toys from the public. We won’t have the newspapers available. Our study rooms are closed.
      iii. For the foreseeable future, all in-person library programming has been suspended. We will continue to hold virtual story time with the amazing Kathy George on Wednesday and Friday starting at 10:30AM. Storytime will be streamed through our Facebook page.

5) OTHER QUESTIONS
   a. I had items checked out when you closed? What do I do with those?
      i. All items that were checked out at the time of our closing in March had their due dates automatically changed to July 1, 2020. If you wish to return them, our exterior book drop is open – but you don’t need to consider those returning them until the end of the month.

   b. I’m from Windham and/or Westbrook, can I come to the library?
i. At this time, we are suspending reciprocal borrowing with Windham and Walker Libraries. Materials may only be checked out by people with a Gray Public Library card. We will resume this service as soon as we possibly can.

c. Can I get a library card?
   i. Starting Tuesday, May 12th, if you are a resident of Gray, New Gloucester, or Raymond and have a photo identification and current address, you may register for a new card.
   ii. At this time, we are not registering new paid, out-of-town members.

d. My card is expired. What can I do?
   i. Cards that expired in the last six months will be automatically updated soon. But to renew your card, you may contact the library.

e. Are you accepting book donations for your sale?
   i. We are unable to accept donations at this time, but will resume the practice as soon as possible. Thank you for your patience.

f. I returned my items in the book drop but my account still says they are checked out. What’s happening?
   i. We are setting all items returned in our book drop aside for a 72-hour period. We will check in all items after 72-hours. We will be backdating the check-ins so if the wait makes items overdue, you will not be fined. We are also working through a backlog of work so please be patient while we get back up to speed.

g. What safety procedures do you have in place?
   i. All library staff is screened at the beginning of each shift for temperature and signs of illness. Gloves and masks have been provided by the Town that staff will wear at all times during their shift. A plexi-glass barrier has been installed at our front circulation desk to limit contact. We are frequently disinfecting frequently touched surfaces and areas of the library. We require all members of the public to wear a mask while in the building, and are limiting number of people in the building to a total of 10.

UPDATED: May 5, 2020 2:18PM