

Gray Public Library Re-opening

Frequently Asked Questions

1) OVERVIEW

- a. Is the Gray Library open?
 - i. Yes. The Library closed in 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, 9:30AM to 7PM; Wednesday, 9:30AM to 7PM; Thursday, 9:30AM to 6PM, Friday 9:30AM to 5PM, Saturday 9:30AM 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. We have limited our entry way to the one doorway on the parking lot level of our building.
- 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. Please, do NOT leave donations in the book drop.
- 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. If you are browsing and extensively touch an item you don't want, please leave it on one of the designated tables so it can be quarantined. 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. Upon our opening, 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. As many as you want read, listen to, or watch.
 - 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. We have two public computing terminals open for public use. The public use computers can print in black and white (\$0.25 per page).
 - ii. We are currently offering digital scanning (\$1 per job), faxing (\$1 per page), and photocopying (\$0.25 per page)
 - iii. 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.
 - iv. 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 most Wednesdays and Fridays starting at 10:30AM. Storytime will be streamed through our Facebook page.

5) OTHER QUESTIONS

- a. Are you accepting book donations for your sale?
 - i. We have started accepting donations for our book sale, but with some conditions.
 - 1. We will accept donations only on Saturdays from 11AM to 2PM. Donations are to be left on our outside loading dock,

located to the right of the building if you are facing the building.

2. Please limit donations to 2 cartons or 4 grocery sized bags
 - a. We will be unable to return containers items are donated in
 3. When you have dropped off your donations, please call 207-657-4110 *202 and let us know the donations are there
 4. Staff will not be able to assist in unloading donations.
 5. We will continue to not accept the following materials:
 - a. Text books older than 4 years
 - b. Readers Digest condensed versions
 - c. Encyclopedias
 - d. Magazines
 6. All donations should be free of odors, mold, mildew, etc.
- b. I have a card from another Maine library. Can I use it at Gray?
 - i. We have resumed a reciprocal borrowing agreement with the Windham Public Library. Windham card holders are welcome to come and check out items from Gray, and Gray card holders can go to Windham and checkout items from their library.
 - c. Can I get a library card?
 - i. 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. Others may purchase an annual membership to the Gray Public Library for \$30 for one year. We will need a photo ID and proof of current address.
 - d. 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.
 - e. 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 35.
- f. Can I order books from other libraries?
 - i. Yes, in mid-July the Minerva van delivery service resumed. You may request items through the catalog, or by calling the circulation desk. Items that are received from other libraries are quarantined upon receipt so the process may take a few days longer than normal.

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