

Lambertville Library: COVID-19 Services

When will the Library get back to normal?

'Normal' is a while off, but we hope to open our doors again to you in August, while still continuing with our popular porch-side pickup service that has been running since June.

When will I be able to enter the Library?

We are hoping to open in August. When we do, a limited number of patrons will be allowed in at any time. We will ask you to sign in, and to limit your stay to one hour (this includes computer use as well as browsing). Mask wearing is required at all times within and in the vicinity of the Library. There will be hand sanitizers for your use on entering and throughout the Library.

Can I join the Library at this time?

Yes, we can set you up in our system and give you an id/password for using the catalog, as long as we have your full contact details. We will be renewing memberships about to expire.

May I use the computer and/or Internet access?

Yes, the computers are up and running, spaced apart an appropriate distance (and with new, easy-to-clean chairs). There will be sanitizers at each station to use on the keyboard, mouse, etc. Wi-Fi is on and you are welcome to use this on your own device inside the Library, in the garden, and in the car park.

What about the restroom?

You may use the restroom. Check the label on the door to be sure. There are sanitizers to use on all surfaces you have touched.

Will the porch-side pickup service and the book drop continue as before?

Yes, the pickup service is a success, and you can use the book drop 24x7, plus the book-drop crate on the side porch during pickup hours.

Will there be programs and classes?

When the Library does open its doors, there will be no events inside for the immediate future. But please remember our popular summer reading program, details [here](#). Note also that the Museum Pass service is not available at the moment.

What about printing, copying, scanning and faxing?

You can tell the the front desk staff (through our new Perspex screen) what you need, and someone will help you. Our goal is always to ensure safety for all, by minimizing touching of surfaces and keeping at least six feet apart.

Is it risky to use the Library at this time?

We know from your feedback how much you have missed the Library. Our goal is to be open again for you, but with the proviso that we can keep our patrons and our staff as safe as possible. We are monitoring the CDC and other authoritative sources of information, and we will adapt our practices in accordance with any new advice.

What expectations do you have of patrons?

For patrons and staff alike, masks are required. They must be worn at all times inside the Library. Patrons who do not comply with this requirement will not be permitted to enter or remain in the Library. This is for the

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safety of all our patrons and our staff. Keeping at least six feet is a similar requirement. We do have capacity restrictions, so during busy periods you may be asked to wait in line outside the Library.

How are Library staff members trained?

Staff follow the same protocols as patrons and have received thorough training. We are well versed in the three-day quarantine procedure and have adapted our internal processes accordingly. The Library has undergone intense cleaning, and this enhanced service will continue.

What happens if there is a spike in infections in Lambertville?

The Library will be led by the [City](#)'s advice in all matters related to the pandemic, as well as scientific evidence, and will adapt our service as appropriate.

Is the Library still accepting book donations?

Yes, we are still welcoming your generous donations. For everyone's safety, the same three-day quarantine rules apply.

What is happening about fines?

Fines are not accruing at the moment, though we do ask that you return materials as promptly as possible for the sake of other patrons who may be waiting for items.

Can the coronavirus live on surfaces such as book covers?

The Institute of Museum and Library Services has published a [report](#) that shows the virus is undetectable on book surfaces after one day and on interior pages after three days. This is in line with our policy of placing items in quarantine for 72 hours.

When is porch-side pickup available?

Porch-side pickup began on June 22. Cardholders may request items by phone/voicemail/email/web form, and they will be put out on the side porch for you to pick up.

What time can I pick up my items?

You can pick up items from the side porch **Monday, Tuesday, Thursday and Friday 1PM to 6PM, and Saturday 10AM to 1PM.**

Who can use porch-side pickup?

All current Lambertville Library card holders may request materials. Current loan rules apply – please contact us if you have concerns.

How does porch-side pickup work?

1. Contact us by phone (we'll also check voicemail regularly), email us at circ@lambertvillelibrary.org or fill out the form in the Contact area of this website to reserve your items, then pick them up during our porch-side pickup hours.
2. Items will be available outside the Library, on a table on the covered side porch (with ramp access) from one hour after you call and during the porch-side pickup window. If you can't make the current pickup period, your item(s) will be brought inside, and put out again the following day (excluding Sunday).
3. Materials will be placed on the **side covered porch** (with ramp access), on a table. Items will be labelled with the first three letters of the card holder's last name.

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4. Please take care not to touch other items.
5. Check the items to confirm they are correct. If you have any issues, give us a call or knock on the door.
6. Please wear a mask.

How do I reserve items?

You can reserve items via the [catalog online](#) or by calling 609-397-0275.

Can I send someone to pick up my items?

Yes. Our porch-side service is no contact, so an ID will not be required. For this service to remain sustainable, we urge everyone picking items up to make sure they touch/take only the item(s) with the appropriate card holder name.

Where do I return items?

You may return items via the book drop in the parking lot, which has 24-hour access. During porch-side pickup hours there will *also* be a box on the side porch, next to the table where items for pickup are placed.

What happens to returned items?

In order to ensure the safety of our patrons and our staff, we are placing all returned items into quarantine for 72 hours before checking those items in. Your items should be marked returned shortly after that. Therefore, please allow 72 hours before your account will show your items as returned.

What if I have items on hold but do not want to use the porch-side service?

If you prefer to wait until the Library doors open again, we will move the hold to the next cardholder and place you back on the list for that item.

What if I no longer want to check out the items I have on hold?

Please contact us to alert us to any change in your request.

Will there be fines?

During this extraordinary time, the Library Trustees have temporarily suspended fines for Library materials. We ask that you return items promptly to allow other cardholders access as soon as possible, especially given the need to quarantine returned items.

What are the safety precautions your members of staff are taking?

All staff members are required to wear gloves and a face mask, and will practice social distancing from other staff members and members of the public while they are in the Library. All items checked back in during this time will be kept in quarantine for 72 hours.

Can I still put items in the outside book drop?

Yes. Our outside book drop box will remain open. Library staff will check it regularly. All returned materials will be quarantined for 72 hours.