

Wicomico Public Libraries Reopening FAQ

- Wicomico Public Libraries welcomes you back to all library branches on Tuesday, May 11, 2021. No appointment is necessary for browsing. You may call to make an appointment for computer use and walk-ins are welcome but may be limited due to availability. Hours of operation for the Paul S. Sarbanes/Downtown, Centre and Pittsville branches - Monday will open for reference, circulation and administration calls. Tuesday – Saturday open Library hours for browsing will be 10:00 am – 5:00 pm for Paul S. Sarbanes/Downtown Branch, 10:00 – 6:00 pm for the Pittsville Branch and 11:00 am – 5:00 pm for the Centre Branch.

The safety and health of our patrons and staff is our priority. Thank you for following guidelines and for your patience and flexibility as we move through this time together.

What measures is the library taking to keep patrons and staff safe?

The library is taking a number of precautions to limit personal contact and follow social distancing guidelines including:

- Patrons are not required to wear a mask in the Library. Wearing a mask is optional.
- Patrons showing symptoms of COVID-19 are asked to refrain from entering library buildings.
- Patrons that have not been vaccinated are required to wear a mask.
- Patrons are asked to maintain a physical distance between one another and staff. Our buildings have been prepared to accommodate social distancing. Please follow all social distancing signage and markers.
- To ensure that as many patrons as possible may use the Library computers, each visitor is limited to a maximum visit of 45 minutes for computer appointments,
- Seating and the number of computers available throughout the library has been reduced and placed at least six feet apart to maintain physical distancing.
- Plexiglas shields have been installed at all public service desks.
- Hand-sanitizer is provided at service desks for patron use and frequent hand washing is encouraged.
- We encourage you to use Books to go (<http://www.wicomicolibraries.org/books-go>) to safely borrow library materials. Books to go will continue to operate while the branch doors are open.

While the library is taking safety and cleaning measures, we cannot guarantee the cleanliness of materials or equipment as public libraries are high touch facilities. The risk of entering a public facility is your own. We will clean high touch surfaces frequently; however the availability of cleaning supplies is limited.

What hours is the library open?

Hours for the branches are as follows:

- All Branches are open for reference, circulation and administration calls on Monday 10:00 am – 5:00 pm
- Centre Branch: Tuesday – Saturday , 11:00 pm – 5:00 pm
- Paul S Sarbanes/Downtown : Tuesday – Saturday, 10:00 am – 5:00 pm
- Pittsville Branch: Tuesday – Saturday, 10:00 am – 6:00 pm
- At this time, we are closed on Sundays.

Computer Use:

- Computers are available for 45 minutes usage. Computer use is available on a first come, self-serve basis. Appointments can also be made (Centre Branch – 410-546-5397; Paul S. Sarbanes/Downtown Branch – 410-749-3612 ext 4; and Pittsville Branch - 410-835-2353). Staff may be able to answer some questions at the Information Desk, but will be unable to accompany you to the computer area to provide more in-depth help, due to the need for physical distancing. You may bring someone with you to help you on the computer during your appointment. Please let us know when you make your appointment so we may include them in our schedule.
- Computer sessions will be limited to a maximum of 45 minutes a day, to allow others to use the library. Please take care of printing before your session ends.
- Computer areas will be cleaned frequently.
- Hand sanitizer and cleaning supplies will be available to disinfect the computer.

Library Materials:

Will Books To Go service continue?

Yes! We will continue to offer Books To Go for as long as it remains safe to do so.

If you are unable to come to the library to pick up library materials, we encourage you to see if you are eligible for services through the Maryland State Library for the Blind and Physically Handicapped (<https://www.marylandlibraries.org/Pages/Maryland-Library-for-the-Blind-and-Physically-Handicapped.aspx>). Alternatively you may be eligible for home delivery through our Mobile Services Department. Please contact 410-749-3612 ext 804 for more information about home delivery service.

Have any changes been made to check out procedures?

- Circulation desk will be open with plexishield installed for safety
- We have added and encourage self- checkout at all the Branches
- We continue to offer Books To Go for checking out materials.

What if I want to see what materials are available in the library?

You may call your local branch for assistance with placing holds on materials, use our website to place holds or contact your local branch for specialized material request assistance.

Can I request materials from other libraries on the Eastern Shore or through Interlibrary Loan?

Yes, you will be able to request materials from other libraries.

What if I have materials to donate to the Library?

How do I return materials to the library during this time?

Please return materials, such as books, DVDs, CDs, audiobooks, and hotspots to the book drops outside our locations. Please return laptops by visiting your library's Books To Go location and calling your library to let library staff know you have a laptop to return.

Programs:

When will you be holding in-person programs and events again?

- Any in-person programming or events will depend on guidelines from the State and Wicomico County Health Department. We do not anticipate any Library programs or events at our locations through the fall.
- Please visit wicomicolibraries.org or our Facebook page to find out more about our virtual program schedule.

Facilities:

Can I book a meeting room or use a study room?

Our meeting rooms and study rooms are closed until June 16, 2021

What other changes have been made to the building?

- Some furniture, seating and tables have been removed to allow for physical distancing between customers. Plexiglass has been installed at the circulation desk for safety.

Other:

What other things can I do at the library right now?

You may make photocopies, scan a document to email, send a fax, or have a document notarized while in the library. Customers will be able to browse our collection of books. We encourage you to call your local branch for assistance with placing holds on materials, use our website to place holds or contact your local branch for specialized material request assistance.

You can also schedule a virtual reference appointment with a librarian. Your Adult Services department is always here to answer any question you may have. To do so, call the library's main number (410) 749-3612 ext. 127. Our new virtual reference service is available for more "in-depth" inquiries - for example (but not limited to): genealogical and other multifaceted research questions, readers' advisory, one-on-one database instruction, just to name a few. To schedule an appointment for our virtual reference service, please call 410-749-3612 ext 4.

The following services are resuming on a limited basis—please use the contact information below for more information:

Homework Help – call 410-749-3612 ext 125

Job Search Center – call 410-749-3612 ext 4

Legal Clinic – call 410-749-3612 ext 4

Project READ – call 410-749-3612 ext 159

What happens next for the library?

We will continue to follow CDC recommendations as well as State and County orders.

Depending on the number of cases in Wicomico County or other circumstances related to the pandemic, we may be forced to return to previous restrictions such as closing to the public for an extended period. We apologize in advance should this become necessary.