

HUBBARD PUBLIC LIBRARY COVID-19 CUSTOMER SERVICE FAQ:

CAN I RETURN MY LIBRARY MATERIALS?

Our outdoor book drops are open. You may return items at your convenience. We have been and will continue to quarantine items for 72 hours upon return. Fines on items that were checked out prior to the COVID-19 closure will be waived.

CAN I DROP OFF BOOK DONATIONS?

At this time, we cannot accept book donations. Once our building reopens for public access, we will set a date to resume book donations for the Friends of the Library book sales.

WHAT SAFETY PRECAUTIONS IS THE LIBRARY TAKING?

The safety of our staff and customers is our top priority. Staff are required to check their temperature at the beginning of every shift. Staff will be required to wear face masks or face coverings while working with the public.

All returned materials will be quarantined for 72 hours as a safety precaution.

Once we open our doors to the public, library patrons are required by Board resolution to wear face coverings. Six feet social distancing while browsing for materials, using computers, and waiting for assistance and check out is required. Building occupancy is limited to 40 people at one time.

WHEN WILL THE LIBRARY OPEN?

Hubbard Public Library is following all orders and guidance coming from Governor DeWine, the Ohio Department of Health and local public health officials. HPL's phased re-opening plan involves:

- Acquiring and maintaining sufficient cleaning and sanitizing supplies;
- Developing an entirely new material handling process to accommodate material lending and returns;
- Modifying customer service points to promote social distancing and limit group gatherings;

- Adjusting staffing schedules with the combined furlough and reduction of hours of staff to address the loss to our public funding.

Unlike restaurants, gyms, and retail establishments, the Library not only loans material out, but we regularly receive that same material back. We've had to completely restructure our processes to adequately quarantine material to ensure the safety of our staff and customers.

While we do not yet have a date for when our buildings will open for public access, we are as anxious to see our customers as our customers are to return. Our goal is to do it as thoughtfully and safely as possible.

WILL ANY OTHER SERVICES BE PROVIDED AT THIS TIME?

Hubbard Public Library is currently offering lending services through the Drive-up window and curbside service during limited hours.

All in-person programs, events, classes, outreach visits and meeting room bookings are canceled until further notice.

Please check our website and Facebook page for updated information about virtual programs, lending services, Library Board meetings, and other public events. The library's virtual and phone reference service also remains available. You can always access digital materials – eBooks, audio, video, and databases – through the library website.