Frequently Asked Questions
Library Operations during COVID-19

Anderson Public Library
www.andersonlibrary.net
111 E. 12th St., Anderson, IN 46016 | 765.641.2456
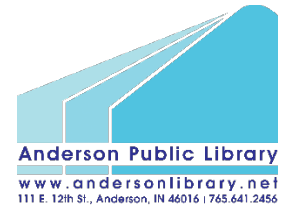
The lobby of the Main Library is open to the public beginning Monday, June 22. Drive-up services continue at the Main Library. Other areas of the Main Library remain closed to protect the health and safety of the public. The Lapel Branch Library is open for pick-up services only.

When will the library reopen?

To ensure the safety and protection of our customers and staff, the library will be reopening in phases. Please see the current timeline below.

Current Service Information

- **Lobby Services** begin Monday, June 22 at the Main Library. Lobby Service hours are Monday – Friday from 11:00am – 4:00pm.
  - Services available include walk in requests for materials, holds pick-up, returns, requests for printing, faxing, and copying, card renewals, new cards, and payments (no cash).

- **Drive-up Service** hours at the Main Library are Monday – Friday from 10:00am – 7:00pm.

- **Pick-up Service** hours at the Lapel Branch are Monday – Thursday from 12:00pm – 3:45pm

- **Delivery Service**: Delivery is currently available to anyone that is part of an at-risk population for COVID-19. Fill out the application for Homebound Delivery here: https://www.and.lib.in.us/homebound-services or call (765) 641-2456 for assistance over the phone.

- Mobile printing, faxing and copying are available at the Main Library (lobby or drive-up service) and the Lapel Branch (pick-up service). See questions on printing and faxing below.

- Holds pick-up service is available at the Main Library (lobby or drive-up service) and the Lapel Branch (pick-up service).

- The Indiana Room is going virtual! To request assistance, please fill out the form found here: https://www.and.lib.in.us/contact-indiana-room or call (765) 641-2442.

Are the book drops open?

The front book drop at the Main Library is open 24/7. Please return board games via the lobby or drive-up window.

The book drop at the Lapel Branch library is open 24/7. Board games may be returned Monday – Thursday from 12:00pm – 3:45pm. If you have a board game to return, please pull into the parking lot and call (765) 313-4089.

How much does it cost to print? How much does it cost to fax?

During the current public health emergency, printing, faxing and copying are free.

How do I print?

All print requests must be submitted by emailing or by forwarding your print job to the following email addresses:

*For black and white printing: send email message(s) to: anderson-library-bw@printspots.com

    Black and white prints are limited to 15 pages per day.

*For color printing, send email message(s) to: anderson-library-color@printspots.com

    Color prints are limited to 2 pages per day.

How do I pick up my prints?

If picking up at the Main Library, please visit the lobby or drive-up window located at the rear of the building off Main Street.

If picking up at the Lapel Branch, please park in the parking lot by the mailbox and call (765) 313-4089.

Prints will be held in the queue for 72 hours.

How do I fax?

Walk in requests for faxing may be done during lobby service hours at the Main Library. You may schedule an appointment to send a fax via the drive-up window at Main or pick-up service at Lapel. Please call (765) 641-2456 to make a faxing appointment at the Main or Lapel Branch.

When arriving for a faxing appointment at the Lapel Branch, please park in the parking lot by the mailbox and call (765) 313-4089.

How do I place a hold on an item?

To request items, use our online catalog or call (765) 641-2456.

How will I know if my hold is available for pick-up?

You will be notified you have a hold available for pick-up by either email, text or mail. You can also check the status of your holds using the My Account feature on our website through our online catalog or call (765) 641-2456.

When and where can I pick-up my holds?

Holds may be picked up in the lobby at the Main Library from 11:00am – 4:00pm Monday – Friday or using the drive-up window from 10:00am – 7:00pm Monday - Friday.

Hold may be picked up at the Lapel Branch Library from 12:00pm – 3:45pm Monday – Thursday, please park in the parking lot by the mailbox and call (765) 313-4089.

How can I get a library card or renew my existing library card during the closure?

Click here to complete online card application or at the Circulation Desk in the lobby of the Main Library from 11:00am – 4:00pm Monday – Friday. If you are submitting an online application, a library team member will contact you with information about your card after it is processed. Once you have your library card number, you will have instant access to APL's digital collections and resources.

Will my library card expire during the closure?

No library cards will expire at this time. This does not include PLAC cards.

How can I get a PLAC card or renew my existing PLAC card?

Click here to complete online card application. After submission, a library team member will contact you with information about your card.

Can a Temporary Card holder checkout physical items during the closure?

Yes, Temporary Card holders can checkout up to 10 item items at a time on their accounts.

Can I bring book donations to the library during the closure?

We are not accepting donations at this time.

How can I access library resources?

- Utilize our digital resources here! Download an eBook or magazine, listen to a digital audiobook, or watch a movie! Visit the Read, Listen, Watch, Play section of our website to learn more.
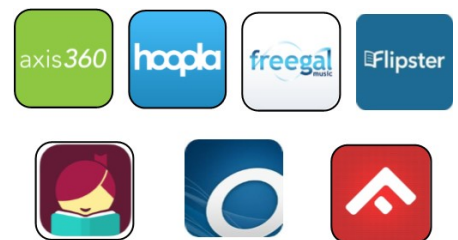
How to access digital resources:

Step 1: Visit our Digital Resources page: https://www.and.lib.in.us/digital-school-ecard-quick-access

Step 2: Click on any of the digital resource logos

Step 3: Enter your APL library card (if required)

Step 4: Begin exploring all that the digital resource has to offer!

-or-

Step 1: Download the digital resource apps on your device from the App Store

Step 2: Enter your APL library card number and begin exploring!

Need help accessing our digital resources or have a question?

We are available to serve you! Contact us by:

- Send an email to reference@andersonlibrary.net
- Like and follow us on Facebook: **@andersonlibrary**. Send us a direct message via Facebook
- Call (765) 641-2456
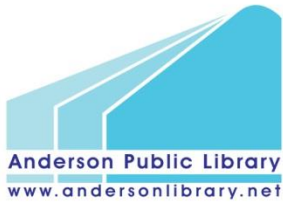
Anderson Public Library Reopening Safeguards
May 5, 2020

Employee Health Screening Process
- All Anderson Public Library employees are required to take their temperature at home before reporting to work at the library.
- Employees will report to their manager by email their status of the following questions:
    o Do you have fever above 99 degrees?
    o Do you have a cough?
    o Do you have other symptoms of COVID-19?
- If an employee can answer "No" to all the above, they can send the email once they report to work.
- If an employee does not feel well, exhibits any COVID-19 symptoms, or has a temperature, the employee must stay home.

Enhanced Cleaning
- Library Materials
    o Library materials will be quarantined for 24 hours when returned by a customer
    o After the quarantine period, materials will be cleaned with 70% alcohol before being returned to the shelves or requested by another customer.
- Frequently Used Surfaces
    o All frequently used areas will be disinfected with CDC approved disinfectant.

Compliance with Social Distancing
- All library employees will maintain a 6 ft. distance at all time
- Contactless transactions will be conducted with the public including pick-up service, drive-up service, contactless delivery, and online and phone reference.

Personal Hygiene/Ability to Wash Hands
- All library employees are required to wear masks when in the library.
- All library employees may wear gloves when handling materials.
- All library employees are required to practice frequent handwashing.

_____   _____

Employee Signature   Date