

Frequently Asked Questions & Library Operations during COVID-19



The Main Library and Lapel Branch are now offering browsing and 1-hour public computer appointments beginning Monday, August 3. Open areas currently include stacks, Children's Department, and Indiana Room. Drive-up and delivery services continue at the Main Library.

Current library and drive-up service hours:

Main Library

Monday – Thursday: 10:00am – 7:00pm

Friday: 10:00am - 4:00pm

Saturday & Sunday: Closed

Lapel Branch

Monday – Thursday: 1:00pm – 5:30pm

Friday, Saturday, and Sunday: Closed

Current Service Information

- In-Library Services:

- **Quick grab-and-go browsing is now available** at the Main Library and Lapel Branch. We will only have a limited number of people in the building at a time. Because of this, we ask that you please keep your visit brief and to less than one hour. Face masks are required per the Indiana Face Covering Requirement.
- **Mobile printing, faxing and copying** are available at the Main Library and the Lapel Branch. [See questions on printing and faxing below.](#)
- **Holds pick-up and checkout** is available at the Main Library and at the Lapel Branch.
- **Indiana Room** is open for browsing or assistance.
(For virtual Indiana Room assistance, please fill out the form found here: <https://www.and.lib.in.us/contact-indiana-room> or call (765) 641-2442.)
- **Children's Department** is open for browsing and 1-hour computer appointments.
- **Public computers (limited amount)** are available by appointment only. Computer appointments are limited to one hour per day, per customer. Please make an appointment at the Main Library or by calling (765) 641-2456. Computers at Lapel do not require an appointment.
- **Item returns** are accepted in the lobby during open hours or 24/7 at the front book drop and Lapel Branch book drop. Please return board games inside the library building or via the Main library drive-up window.

- **Drive-Up Service:** Drive-up service at the Main Library remains available for holds pickup, board game returns, and printing, faxing, and copying requests.

- **Delivery Service:** Contactless delivery remains 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.

FAQs

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

During the current public health emergency, printing, faxing, and copying are free of charge. [See printing page limits below.](#)

How do I print?

- Walk-in printing may be done at Main and Lapel during regular service hours. Quick printing may be done at our Express Computer, which is available for up to 15 minutes at a time without an appointment.
- To quickly pick up printed documents at our Main drive-up window or in the library, submit your documents ahead of time by emailing or 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.)

Prints will be held in the queue for 72 hours.

How do I pick up my prints?

To pick up print jobs at the Main Library, please visit the Information Services Desk or drive-up window located at the rear of the building off Main Street.

To pick up print jobs at the Lapel Branch, please see a library team member inside the library for assistance.

How do I fax?

Walk-in requests for faxing are welcome during open hours at the Information Services Desk at the Main Library or Lapel Branch, or via the drive-up window at the Main Library. To request a fax to be sent for you via the drive-up window, please call ahead to make an appointment at (765) 641-2456.

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.

Where can I pick-up my holds?

Holds may be picked up at the Circulation Desk in the Main Library lobby or at the drive-up window during service hours. Holds may be picked up inside the Lapel Branch during open hours.

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

[Click here](#) to complete online card application or visit the Circulation Desk in the Main Library lobby or Lapel Branch during open hours. 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. To pick up your physical card, please visit the Circulation Desk during service hours. To renew an existing card, please visit the Circulation Desk during open hours.

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

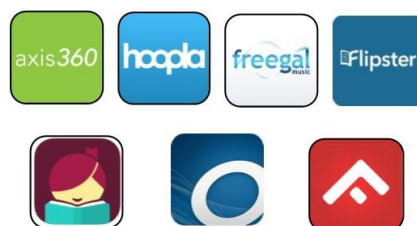
Please visit our Circulation Desk during open hours for assistance with new or expired PLAC cards.

Can I bring book donations to the library during the current public health emergency?

We are not accepting donations at this time.

What library resources are available from home with my library card?

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-

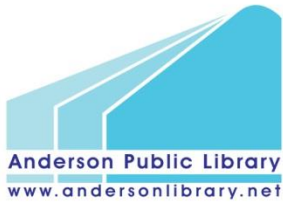
Step 1: Download the digital resource apps on your device from the App Store

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
- Call (765) 641-2456
- Like and follow us on Facebook: @andersonlibrary. Send us a direct message via Facebook



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.

Serving Anderson City,
Anderson, Stony Creek &
Union Townships

Main Library
111 E. 12th Street
Anderson, IN 46016-2701
765.641.2456

Lapel Branch
610 Main Street
Lapel, IN 46051-0668
765.313.4089

Employee Signature

Date