



## *Library Ink*

### *The Newsletter of the Hopkinton Town Library*

*June 2020*

Welcome to Summer 2020 in this strange new world. The Library staff have been working diligently from home since mid-March, providing “virtual” programming including story times and book discussions, expanding online offerings, communicating via social media and maintaining the library collection, all while keeping abreast of the swirl of information on how libraries are coping with the pandemic. Staff are now beginning to work back in the building in shifts. We now feel the need to reach out to the community to report on what is ahead for the library in the coming months.

#### *New Online Catalog*

In the second week of June we will be migrating to a new library catalog system. This new system “Apollo” will enable us to work more effectively with the State Library, more efficiently manage our collection and improve our ability to communicate with library patrons. It will look different, we hope better, and you will be able to do the same things including searching for items in the collection, reserving items and requesting new items. You will keep the same library card number, but your new PIN will be your phone number. In the months ahead, all patrons will be given 14-digit library card numbers in order to access all services and to achieve improved online security. More than half of you already have longer numbers, so this will only affect those with five or six digit cards. Please note, this shift may impact your access to OverDrive. Call us if that’s the case (746-3663). We appreciate your patience during this transition.

#### *Trustee Update*

With this newsletter we bid farewell to retiring Board of Trustees Chair Elaine Loft and Secretary Emilie Burack. We appreciate their excellent work as stewards of the library. We welcome new trustees, Sarah Chiapetta, a librarian and new resident and Jason LaCombe, an architect with SMP, who worked with us tirelessly on the re-opening of the library after the lightning strike. Remaining trustees are incoming Chair Nancy Skarmas, Treasurer John Greabe and Foundation Liaison Peter Gagnon.

#### *Summer Reading Program*

This year, more than ever, is the perfect time to take advantage of the opportunities and experiences the library will be providing for your child(ren). Our **Summer of Fun** program will keep them engaged and curious during the summer months, by providing challenges, entertainment, crafts, STEM activities and more. You’ll have the option of picking up items at the library once a week or having links to programs emailed to you (or both). Registration begins online in early June. The program will run for two sessions. Session One is from June



23rd-July 19th and Session Two will run from July 30th-August 17th. We want to keep your children motivated and will offer prizes each week. The theme this year is "Imagine Your Story." More information will be found on our website. Come join the FUN!

### *Re-Opening Library Services*

Finally, we outline below our plans and guidelines for beginning the phased in reopening of the library. First, we will begin to accept materials that have been out on loan since March and then we will initiate curbside pickup in mid-June. Details follow. As ever, please don't hesitate to contact us if you have any questions at 746-3663 or [info@hopkintontownlibrary.org](mailto:info@hopkintontownlibrary.org).

#### **GUIDELINES FOR RETURN AND PICKUP OF LIBRARY MATERIALS**

**STARTING JUNE 2nd, LIBRARY MATERIALS MAY BE RETURNED TO THE HOPKINTON TOWN LIBRARY COMMUNITY ROOM**

**STARTING JUNE 16<sup>TH</sup>, CURBSIDE PICKUP WILL BEGIN BY APPOINTMENT**

**RETURNING ITEMS:** Note that the library will offer these services within reduced hours. The main part of the library building will remain closed to the public. All materials should be returned to the Library Community Room (the Slusser Center end of the building). Staff will be present to assist you.

In accordance with recommendations from the Town of Hopkinton Health Officer, all staff will be wearing masks and we require that patrons wear face masks when returning materials.

#### **REDUCED HOURS for RETURNS**

Tuesday – Friday 11am to Noon will be reserved for seniors and high-risk or immuno-compromised library users. We ask that all respect this accommodation and return your items after noon if you are not in this population.

Tuesday through Friday Noon to 3pm Open Hours for Returning Materials

#### **Frequently Asked Questions**

**Q:** Am I required to return the library materials I have checked out?

**A:** Absolutely NOT! In fact, we invite you to keep them longer to help us avoid a rush. All library materials have been renewed indefinitely, so feel free to hold on to your items if you're still using them. But if they're taking up space in your home, we'll be happy to have them back! We will want everything back when we reopen of course!

**Q:** How will returning items work?

**A:** The library book drops at Town Hall and by the main entrance will continue to be closed off. Please bring your materials to the Library's Community Room entrance and we will direct you from there.

All returned materials will be quarantined for a minimum of 72 hours. Only after quarantine and being wiped down will they be checked in, so please do not worry if they stay on your online account for several days.



In accordance with recommendations from the Town Health Officer, you will be required to wear a face mask while returning materials.

**Q:** Can I grab something new while I'm at the library returning my items?

**A:** Unfortunately, no. At this point the main library is still closed to the public. Once we begin curbside pickup, you may be able to coordinate your drop off and pick up of materials.

## **CURBSIDE PICKUP**

The Library will begin offering curbside pickup on Tuesday June 16<sup>th</sup>. We are phasing this in gradually, starting with items already in the building. Thank you for your patience as we navigate these uncharted waters.

1. You will place holds as before, by logging into the library's catalog. Please note that in June we will be switching to a new public online catalog, so it will look different (and we hope better—but we know, change is difficult!) If you have questions, call 746-3663.
2. Initially we are limiting pickup to THREE ITEMS ONLY PER INDIVIDUAL PER WEEK.
3. You can also call to request specific items. If we do not answer the phone, please leave a message and we will get back to you.
4. We will call or email you to let you know when your materials are available.

## **HOW WILL I PICK UP MY HOLDS?**

Items will be placed on a table at the front door of the library wrapped in paper with your last name attached. Items will already be checked out to you, so feel free to take your items. Our goal is for this to be a "limited to no-contact" service.

The main library will be closed to the public.

## **Frequently Asked Questions**

**Q:** How can I find out if my holds are ready?

**A:** We ask that you wait until the library has contacted you (either by phone or email) to let you know your items are ready. We will give you a target time for pickup.

**Q:** How do I place holds on items?

**A:** Go to [www.hopkintontownlibrary.org](http://www.hopkintontownlibrary.org) and then to "Library Catalog". Search for your item. You will need your library card and PIN (your phone number with our new catalog system) in order to reserve an item.

**Q:** What if I don't have a library card, OR I can't remember my library card number?

**A:** Just call the library at 746-3663 or email [info@hopkintontownlibrary.org](mailto:info@hopkintontownlibrary.org). We can give you your number and PIN. If you don't have a card, we will verify your residency in town (on the town of Hopkinton website) or you can send us proof of your residency (e.g. a scanned copy of a utility bill) and issue you a card virtually.

**Q:** Can I request items from other libraries via Inter-Library Loan?

**A:** No. The State Library has not yet resumed the ILL service.



# Hopkinton Town Library



HOPKINTON TOWN LIBRARY

P.O. Box 217

Contoocook, NH 03229

(603) 746-3663

[www.hopkintontownlibrary.org](http://www.hopkintontownlibrary.org)

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### WHAT SAFETY PRECAUTIONS IS THE LIBRARY TAKING?

- In accordance with Town of Hopkinton policy, all staff and library visitors will be required to wear face masks while in the building, returning or picking up items. Staff are monitoring their personal health and will not come to work if symptomatic. Frequent hand washing is maintained by all.
- The library has undertaken a thorough cleaning including a disinfectant fogging throughout the building.
- We are following a careful protocol for cleaning all surfaces every day.
- We have obtained adequate stores of disinfectant, hand sanitizer and protective gear for staff.
- All staff will be monitored for symptoms of coronavirus.
- All individuals will maintain social distance while in and around the building.
- All materials arriving in the building will be quarantined for at least 72 hours and then wiped down with disinfectant wipes before they are added to the library collection.

### HOW LONG WILL YOU OFFER THIS SERVICE?

As long as necessary. We are monitoring local, state and national guidelines to ensure the safety of the staff and the general public. Please check our website for updates. The library staff are working on our next phase of re-opening and look forward to continuing to work with this community. Please don't hesitate to contact us if you have any questions. Thank you for your patience. We miss you!

Donna, Barb, Catherine, Cindy, Elissa, Karen, Laura, Leigh and Nancy

June 1, 2020

### Keep Updated on the Town's Response to COVID-19

A reminder that although some town buildings are still closed, almost all town services are still being provided. For complete information on how to obtain services and for an update on the Town's response to COVID-19, go to [www.hopkinton-nh.gov](http://www.hopkinton-nh.gov) or call (603) 746-3170. We will continue to provide updates on the website and the Town Facebook page at <https://www.facebook.com/HopkintonNH>.