**CTLS Pandemic Reopening FAQ’s**

Welcome back to the Library! We are delighted to once again serve our valued customers. Whether through curbside services, computer appointments, virtual programming, take-home activities, or now in-person browsing, we have worked hard to bring you library services in a safe and thoughtful manner. The library system is following all CDC guidelines to ensure the safety of both customers and staff members. Please read through the following FAQs that detail how we can serve you during these trying times.

**\* Note: Due to rising infection rates, limited browsing and computer appointments have been temporarily suspended. Information pertaining to the libraries’ indoor operations does not currently apply as the libraries are closed to the public. We will continue to monitor infection rates and resume reopening procedures in the future.**

# **General Questions**

**Q: Can I return my materials inside the library?**

**A:** No, all materials must be returned in the book drop. Book drops are open 24/7 at each branch.

**Q: Why are materials still checked out on my account when I returned them in the book drop days ago?**

**A:** All returned materials are being quarantined for at least 5 days before being checked in. Fines will not be charged for the quarantine period.

**Q: I received a fine when I renewed my items. What should I do?**

**A:** If you received a fine after renewing your items, please call one of our libraries to resolve.

**Q: Can I borrow museum passes?**

**A:** Yes, Cheltenham residents only. Please check with your branch for availability.

**Q: Can I donate books?**

**A:** No, we are unable to accept any book donations until further notice. Please do not put donated materials in the book return or outside the building. We have limited staffing and cannot devote extra time to processing donated materials.

# **Indoor Services and Rules**

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**Q: When can I come into the library?**

**A:** The Elkins Park and Glenside branches are now offering *limited browsing.* A limited number of people will be allowed in a limited area of the library at one time. [**Click here**](https://cheltenhamlibraries.org/2020/11/05/browsing-hours/) for browsing hours or call your branch. The East Cheltenham and La Mott branches remain closed to the public for browsing at this time, but both branches are offering [**Curbside Pickup Service**](https://cheltenhamlibraries.org/2020/11/05/curbside-pickup/).

**Q: Will I be able to just walk in when I arrive?**

**A:** No, as we are limiting the number of people inside the library for the safety of customers and staff members. To enter the library, you will need to ring a doorbell, knock, or call to announce your arrival. You will be admitted if the number of customers inside the building is within branch limits; you may be required to wait for a brief time in a socially distanced line until it is your turn to enter the library. Please check with your branch for any special instructions for entrance to the library.

**Q: Will I be required to wear a face mask in the library?**

**A:** Yes, all patrons will be required to wear a face mask per CDC guidelines. The mask must cover your mouth and nose during the entire visit. Masks *must have at least 2 layers and fit snugly above your nose, under your chin, and at the sides of your face. We strongly recommend using a standard cloth or surgical mask.* Other face coverings (including gaiters, balaclavas, burkas, niqabs and others) must meet the same standards for layers and snugness. Vented masks with exhalation valves or gaiters made of synthetic fleece are not permissible as they allow the spread of particles. The only exception to the mask policy is for children under the age of 2 years old. If you are unable to wear a mask because of an existing medical condition the library staff will assist you with accessing materials, but you will not be permitted to enter the building. Patrons that remove their mask or wear their mask incorrectly will be asked to leave.

**Q: Is there a time limit when I visit?**

**A:** Yes, please limit your visit to about 20 minutes.

**Q: Can I use the computer?**

**A:** Yes, public computers are available for use *by appointment only* at Elkins Park and Glenside. You must make the appointment by phone. Use will be limited to 45 minutes with *no extensions.*

**Q: Will I be able to use the printer?**

**A:** Yes, but we are unable to provide change. Please bring the exact amount you will need to pay for printing. Cost is .20 cents per page for black and white and .50 cents per page for color. For a limited time, your first 2 pages (black and white only) will be free.

**Q: Will I be able to use the copy machine, scanner, or fax machine?**

**A:** These services may vary by branch. Please contact your branch.

**Q: Can I come in to do work, read, and/or use the library’s Wi-Fi?**

**A:** Tables and chairs will not be available at this time for working or reading inside the library, but you can access the library’s Wi-Fi from the parking lot at our Elkins Park and Glenside branches.

**Q: Will the restrooms be open?**

**A:** No, the restrooms will remain closed to the public until further notice.

**Q: What other safety measures are in place?**

**A:** Staff are wearing gloves while handling materials and washing hands frequently. We are regularly sanitizing high touch surfaces throughout the day. Hand sanitizing stations are available and patrons will be asked to use hand sanitizer upon arrival.

**Q: What other new rules and policies should I be aware of?**

**A:** Please note the following:

* All patrons will be expected to maintain a social distance of at least 6 feet at all times. Please follow signs and directional markers as well as requests by staff to stand back from the circulation desk or other areas.
* No food or drink will be permitted.
* Please do not enter areas of the library that have been closed off.
* Children must remain in the same areas of the library as parent/guardian at all times.
* If you are exhibiting symptoms of illness you will be asked to leave. Please do not visit the library if you are experiencing cough, fever, shortness of breath, new loss of taste or smell, diarrhea, vomiting, nausea or other symptoms.

**Other questions? Please contact your branch or email your question to** **ctllibsys@mclinc.org****.**

CTLS looks forward to welcoming everyone back into the library safely. Thank you for your understanding and support during these difficult times.