

Explanation of Services

August 31, 2020

Using the Library

What library services are available?

- By Appointment
 - Visiting – which can include browsing new books, picking up holds, paying fines, opening a library card, or speaking with library staff (30 minute appointment)
 - Use of library computer lab computers (1 hour appointment)
 - Use of personal laptop within the library (1 hour appointment)
 - Photocopying (30 minute appointment)
 - Faxing (30 minute appointment)
- Curbside
 - Materials on hold, print from home print jobs, and new library cards can be picked up using our curbside service, weekdays from 10am-6pm
- Digital/Virtual
 - All programming will still take place virtually through Zoom, Facebook, or another virtual platform
 - eBooks, audiobooks, tv, music, and movies can be streamed or downloaded using our digital services
 - Library cards can be applied for through the website
 - Library fines can be paid through our online catalog
 - Account, readers advisory, and reference questions can be asked and answered by phone or by email
 - New book lists and staff recommendations are available on the library website

What should I expect when I come in for an appointment?

You will be greeted and checked in for your appointment at the Bank Street Entrance (the entrance accessed from the parking lot). Please try to arrive as close to your scheduled appointment time as possible. We cannot extend your session past your appointment end time if you are late.

One person admitted per appointment. If you do not arrive within 10 minutes of your appointment start time, you may need to call us at 203-797-4505 option 3 to be let into the building and checked in at the Bank Street Entrance. One visiting appointment and one library technology appointment may be made per day.

Visiting Appointment

New book browsing, hold pickup, fine payment, and self-checkout are available when you first enter the main floor of the library. Please use the self-checkout machine to take out your materials. Finger cots are available to use with the touch screen at your discretion.

If you need any assistance or would like to speak with library staff, walk through the browsing and self-checkout area and up to the information desk. Please maintain social distancing when approaching other patrons or staff members. There are markers on the floor in traffic areas to indicate six feet apart in distance.

Visiting appointments are limited to 30 minutes. We cannot extend your appointment beyond the end of your session.

Library Technology Appointment

For computer, photocopying, and faxing appointments, please see the staff person seated by the main floor computer lab. They will check for your appointment type and assist you as needed. A library card is not required to use any of these technology services.

Computer Appointment

When you check in for your appointment, the staff person will assign you to a particular computer and you will sign on with your name. Printing is available from computer lab computers. Black and white copies are 15 cents per page and color copies are 50 cents per page.

Cash payment for printed materials will be accepted when you release your print job. Please note that we are unable to make change for you at this time. If you would prefer to pay for your print job by credit card, you can upload your document through our [mobile printing service](#).

If you require assistance on the computer, a staff person can assist you remotely from their desk. Please maintain a distance of six feet when you are requesting assistance.

Computer appointments may be made for one hour. Please try to be cognizant of your appointment end time and save your work accordingly. Sessions cannot be extended because the lab must be sanitized between appointments.

Personal Laptop Appointment

If you would like to use your personal laptop within the library, we have designated spaces available for you when you arrive at your appointment time. A staff person will indicate where you should be seated. Printing from a laptop is only available through our [mobile printing service](#) by credit card. Black and white copies are 15 cents per page and color copies are 50 cents per page.

Personal laptop appointments may be made for one hour. Please try to be cognizant of your appointment end time and be packed up and ready to leave at the appropriate time.

Photocopying Appointment

A staff person can direct you to the photocopying machine. Black and white copies are 15 cents per page and color copies are 50 cents per page. Cash payment only is accepted for photocopying. Please bring change or small bills because we will be unable to make change for

you. Photocopying appointments may be made for half an hour. We are unable to extend your session so please plan accordingly.

Fax Appointment

Faxing services are \$1 per page for Connecticut and toll-free numbers and \$1.50 per page for long distance numbers. International faxing is not available. Cash and credit card payments are accepted for faxing. We will not be able to make change for you in the library.

You will hand the staff person the documents you would like to fax and they will send the documents for you and provide you with a send status sheet. After the fax has gone through, they will set you up to process your payment at one of our self-check machines.

Fax appointments may be made for half an hour. We are unable to extend your session so please plan accordingly.

The Library Building

How is the library taking steps to make patrons safe?

The Danbury Library is committed to the health and safety of our patrons and staff. For the protection of our community, we are:

- Limiting the number of patrons in the Library at any given time through appointment based services.
- Requiring all patrons and staff to wear masks that cover nose and mouth at all times while in the library.
- Implementing 6 feet social distancing protocols.
- Removing seating and asking patrons not to congregate.
- Applying one-way routes through the building and adding traffic markers.
- Using plexiglass shields at service points.
- Machines and computer lab seating will be wiped down after use.
- UV wands will be used to sanitize keyboards and computer mice.

What if I don't feel comfortable in the library or am unable to wear a face mask due to a medical condition?

For the health and safety of other patrons and staff, masks that fully cover the nose and mouth must be worn in the library at all times, but we understand that not all patrons can wear face masks. Please contact the library and we will do our best to make accommodations to be able to serve you outside of the library building.

Restrooms

Unfortunately, restrooms will not be available for the public to use during appointments.

Meeting Rooms, Pods, Audio and Video Studios

All meeting spaces and recording studios are currently unavailable for reservation and use.

Communal Spaces/Seating

Seating has been removed and we ask patrons not to congregate in communal spaces and to practice social distancing.

Checking Out & Returning Materials

Checking Out

Patrons can place holds on books and movies in advance through our online catalog or by calling the library. You may also consult with library staff during a visiting appointment to select books to check out. At this current time, only newly added materials are available to browse.

All items must be checked out using the self-check machine. Staff will be happy to assist you if you have any issues. Finger cots are available to use with the touch screen at your discretion.

Returns

Materials brought back to the library must be returned in the outside drop box near the Bank Street Entrance. This is a state guideline and items cannot be accepted by staff at curbside or inside the building.

Curbside

Curbside pickup of reserved library materials is available to patrons weekdays from 10am-6pm. Upon arrival, patrons are asked to call (203) 797-4505 ext. 3 and inform the Library staff where they have parked. Designated spaces in our Bank Street parking lot are numbered for easy identification of your vehicle's location.

A Danbury Library staff person will then deliver the items while you remain in your vehicle. For patrons visiting on foot, curbside pickup service is available at the West Street entrance to the Library.

Digital Devices

Unfortunately, Danbury Library is not able to lend touchscreen devices and mobile hotspots at this time. We are currently in the process of assessing ways to circulate them safely and hope to be able to offer this service again soon.

Children's Collection

As of this date, the Junior Floor is still undergoing renovation. Our new shelving is currently being installed and once the collection is fully unpacked and on our new shelves, we will be able to allow reservations for pickup.

Museum Passes

Our museum pass program is currently on hiatus. Many museums are unable to honor library passes at the moment due to ticketing restrictions. We apologize for the inconvenience and hope to be able to provide you with this service again soon.

Book Donations

Although volunteers will not be available to assist, book donations are currently being accepted by the Friends of the Danbury Library at 15 Main Street.

You can drop off anytime by placing your items for donation in the gray bin by the back door. To access the drop off location, enter by South Street Elementary School on South Street and turn into the parking lot around to the left. The bin is directly in front.

If the bin is full, please do not drop anything off as it may be damaged by weather. Please do not drop off any books for donation at the Danbury Library.