

Explanation of Services

April 5, 2021

Using the Library

What library services are available?

- Library open for visitors from 10am-6pm
 - Browse for materials on the Main Floor, newly renovated Junior Floor, and in the Music, Movies, and Language Center
 - Check out holds and other selections at self-check machines
 - Pay fines
 - Renew or sign up for a library card
 - Speak with library staff
 - Photocopy
 - Use of library computer lab computers (1 hour time limit)
 - Use of personal laptop within the library (1 hour time limit)
- Curbside
 - Materials on hold, grab-and-go program kits, 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 service platforms
 - 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 visit the library?

Please enter the library by the Bank Street Entrance (the entrance accessed from the parking lot). A mask that fully covers the nose and mouth must be worn inside the library at all times by anyone over the age of 2.

Browsing, hold pickup, fine payment, and self-checkout are available on the main floor of the library. Please use the self-checkout machine to take out your materials.

If you need any assistance or would like to speak with library staff, walk through the new book 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.

Restrooms and seating will remain unavailable at this time.

Photocopying

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.

Computer Lab

To satisfy covid safety measures, computer and laptop sessions are limited to one hour.

Please check in with the staff person seated by the main floor computer lab to use a library computer or sit at a desk to use your personal laptop. A library card is not required to use our technology services.

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](#).

Printing from a laptop is only available through our [mobile printing service](#) by credit card.

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.

Please try to be cognizant of the one hour time limit and save your work 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:

- 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 browse all three floors to find materials. The catalog computers are not accessible at this time, but library staff can assist you with finding materials.

Inside the library, all items must be checked out using the self-check machine. Staff will be happy to assist you if you have any issues.

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. 2 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.

Digital Devices

Devices ready for pickup can be retrieved through curbside pickup or at the information services desk on the main floor. You will be provided with a device loan agreement on an iPad that must be read in full and signed.

Digital devices are the only items that cannot be returned in the outside book drop. Patrons may return the device at the information desk on the main floor or call during curbside hours and a staff person will come out and retrieve the device.

Children's Collection

Requests may be placed on items in the children's collection. Toys, iPads, and board games are unavailable at this time. Please remember that restrooms and seating are also unavailable.

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.