Curbside Service

Frequently Asked Questions

Below is a list of Frequently Asked Questions about Library operations as we resume the circulation of materials. We will continue to post updates on our website at www.pypl.org, our Facebook page at www.facebook.com/pennyanpubliclibrary, our Twitter account @PYPL, and our Instagram account, @pennyanpubliclibrary, as well as sending press releases to local media.

Why is the Library only offering curbside service?

We are currently only offering curbside services because we are working to rebuild our staffing levels, contending with construction in our building, taking the necessary time to safely process returned materials, and reimagining ways to use the building that are safe for patrons and staff.

What kind of Library services are offered curbside?

- Patrons can check out materials
- Patrons can request “Family Fun Packs” that contain themed activities for the entire family
- Patrons can request summer learning Bingo cards for youth to help keep them learning and reading all summer

How many items can I check out?

Patrons may check out a total of 10 items from the PYPL collection per Library card.

When will PYPL begin offering curbside service?

On Monday, June 29th patrons can begin ordering materials for pick up later in the week.

How do I request Library items?

- Requests for materials may be placed by using StarCat https://starcat.stls.org/client/en_US/pennyan or
- By emailing the Library at info@pypl.org or
- By calling 315-536-6114 Monday-Friday 9am-7pm and Saturday 9am-3:30pm
How do I order (place a hold on) items using StarCat?

- Find the item(s) you want to request.
- Click on “Place Hold”.
- Log in with your Library barcode number and PIN.
- Need help? Contact the Library.

I usually browse the Library collection; how do I decide what to order?

Option 1: Use a site like What Should I Read Next or the Literature Map to find titles or authors similar to ones you enjoy, then check for them on StarCat.

Option 2: To find new ideas on StarCat, use the dropdown menu next to the search box to search by subjects or authors you enjoy.

Option 3: Phone 315-536-6114 or email info@pypl.org and request help from our knowledgeable staff.

How do I fix issues with my Library card or get a Library card so I can start requesting Library items?

- By emailing the Library at info@pypl.org or
- by calling 315-536-6114 Monday-Friday 9am-7pm and Saturday 9am-3:30pm

How will I know when my check outs are ready to pick up?

You will be notified either by phone or by e-mail, whatever you have previously notified us is your preferred method.

What should I do when I plan to come to PYPL to pick up my check outs?

When you arrive for pickup, please call the Library (315-536-6114), and your check outs will be brought to the main entrance for contact-less pickup. If you are unable to call from the parking lot, please phone the Library when leaving home to let us know your approximate time of arrival, or ring the doorbell once you arrive. Please observe the safe social distancing markers around the pickup area.

How will I return materials?

Please return materials in the parking lot or building book drops.

What if my check outs are overdue?

During the time PYPL is offering curbside services, overdue fines are waived.

What safety precautions is the Library taking?
All returned materials are quarantined for three days, as per current New York Library Association guidelines.

Staff complete a daily health screening before reporting to work and have been provided with non-medical-grade personal protective equipment.

Staff are frequently cleaning high-touch surfaces, along with maintaining social distance and occupancy levels consistent with New York State reopening guidelines.

Signage has been posted reminding staff and visitors to follow relevant safety guidelines.

When will the Library building reopen to the public?

The building will open for abbreviated services when the PYPL Board of Trustees deem the building and operations within are safe for patrons and staff.

Is the Library offering any programming this summer?

Yes; please visit the Library’s Facebook page at www.facebook.com/pennyanpubliclibrary for a complete calendar of both virtual and in-person events for all ages. Library programming information flyers will periodically be distributed with checked out materials.