



PENN YAN PUBLIC LIBRARY

Building Opening Abbreviated Services

Updated 8-27-20

Frequently Asked Questions

Below is a list of Frequently Asked Questions about Library operations as we resume welcoming patrons into the Library building. 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, our Instagram account, @pennyanpubliclibrary, and post press releases to local media as the Library operating procedures change.

Why is the Library only offering abbreviated service?

We are currently offering abbreviated services because we are taking the necessary time to safely process returned materials and using the building in a manner that is safe for patrons and staff.

When will PYPL begin offering abbreviated services?

On Monday August 31st patrons can begin entering the building.

What kind of Library services are being offered?

- Patrons can check out materials.
- Three (3) patrons at a time may use our socially distanced Public Access Computers for one hour a day
- Copying, printing, faxing, scanning
- Virtual and outdoor programming
- Reference assistance
- Curbside services continue to be available
- Reduced seating will be available for visits of up to one hour

What safety precautions is the Library taking?

- All returned materials are quarantined for 4 days, as per current Southern Tier Library System 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.

What safety precautions do we ask of patrons?

- In accordance with NYS Executive order 202.17, any individual who is over age two and able to medically tolerate a face-covering shall be required to cover their nose and mouth with a mask or cloth face-covering when in a public place and unable to maintain, or when not maintaining, social distance.
- Masks are available to patrons who arrive without one. Please ask at the front desk.
- Library use is temporarily limited to one hour per person per day at staff discretion.
- Patrons are asked to please wash or sanitize hands frequently when using the Library, especially when handling items others may touch.
- Patrons are asked to practice social distancing.
- Patrons are asked not to enter the Library if feeling sick. Please call us for curbside service.
- Patrons are asked to take advantage of borrowing one of our 15 WIFI Hotspots for at-home Internet access, just ask at the front desk.

What can I expect when I come into the Library to choose items to check out and/or to pick-up my holds?

- The amount and configuration of the furnishings is different.
- The reference section is cordoned off. Please ask at the front desk for assistance.
- Patrons are asked to wait for front desk service in the center area as indicated by a roped off section.
- The meeting room is not in use.

How do I request Library items?

- Requests for materials may be placed by using StarCat https://starcats.org/client/en_US/default or
- By emailing the Library at info@pypl.org or
- By calling 315-536-6114

How do I order (place a hold on) items using StarCat?

- https://starcats.org/client/en_US/default

- 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.

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

You will be notified by phone or email, whatever you have previously told us is your preference.

What can I expect when I plan to come to PYPL to pick up my holds?

For indoor pickup: go to the circulation desk. If there is a line, please wait in the roped-off area and follow social distancing guidelines.

For curbside pickup: when you arrive please call the Library (315-536-6114), and your items, which will already be checked out to you, will be brought to the main entrance for contact-less pickup. If you are unable to call from the parking lot, please 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, outside building and inside building book drops.

What if my check outs are overdue?

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

Temporary policies

Due to the continued impact of the Covid-19 virus pandemic, the following policies are in effect until further notice:

- While present in the library building, any individual who is over age two and able to medically tolerate a face-covering shall be required to cover their nose and mouth with a mask or cloth face-covering when in a public place and unable to maintain, or when not maintaining, social distance.
- While in the library building, household members are not required to maintain the recommended minimum social distance from other household members. Anyone who is unable to maintain social distance while unsupervised must be accompanied by someone who can supervise them.
- The accrual of all overdue fines are suspended.
- All library services and operations, such as circulation of materials, in-person programming, public computer use, etc., are limited at staff discretion based on safety restrictions imposed by the ongoing Covid-19 pandemic. These services and operations are subject to temporary modification to continue meeting patron needs, e.g. by instituting a curbside pickup process.