

As a precaution to help limit the spread of Coronavirus (COVID-19),
The Central Square Public Library is
operating under the following guidelines.

Answers to your Frequently Asked Questions (FAQs)

When are you open now?

Covid-19 Operating Hours*

Monday	10 am - 6 pm
Tuesday	10 am – 4 pm
Wednesday	10 am – 4 pm
Thursday	10 am - 6 pm
Friday	10 am – 4pm
Saturday	10 am – 4 pm

*temporary and will be in place until further notice

Are you open for browsing now?

Yes! As of Monday, May 3, 2021 the Library is open to browse. All who enter must adhere to our “Building Entry Guidelines.” Find them on our website and posted on our doorways.

What happens if you need to close again?

Closure and reopening information will be announced, here, on our website and Facebook Pages. Our marquee sign will be placed in the front yard notifying the public of major changes regarding closures and reopenings.

Can I still, “Grab-and-go,” and how do I do that?

Yes! The Library will continue with Grab-and-Go services at a patron’s request. Please return to the Library’s Home Page and click the link that says, “How to use Grab-and-Go Services,” for more information.

Can I use one of the computers?

Yes, appointments are preferred. As of April 5, 2021, patrons will be able to access one of the Library’s public computers. Call the Library during open hours to schedule your appointment. Sessions are limited to one 30-minute session per patron, per day. Drop-ins or additional sessions may be granted at the discretion of the Library Staff for educational, work, and/or medical purposes only and only if appointments are available. The computer workstation will be sanitized between each appointment.

Are there any other library resources I can use if I don't want to Grab-and-Go or come in?

Yes! The Library provides a wide array of digital offerings, including e-books for borrowing on <https://northcountrylibraries.overdrive.com/>, research databases, and access to a multitude of online resources through <https://catalog.ncls.org/>.

Using Your Library Card Online

1. Go to <https://catalog.ncls.org>
2. Locate "Log in" at the top of the screen
3. Enter your Card# (the barcode number located on your library card)
4. Enter your Pin# (the last 4 digits of your phone number)

*Access E-Books, audiobooks, & magazines through **OverDrive**.

1. Go to <https://catalog.ncls.org>
2. Locate **OverDrive** at the right of the screen
3. Locate "sign in" at the top of the screen
4. Follow steps 3 and 4 (at left).



*Libby App or **OverDrive** App required

Does the Library have Wireless (WiFi) I can access?

Yes. WiFi, (csqpublic), will be available 24 hours a day 7 days a week in the areas surrounding the outside of the building.

Can someone send a fax or make photocopies for me?

Yes! *Contactless* photocopies and faxes can be made during the Library's open hours.

Is the Notary available?

Yes. Contact the Library for the Notary's schedule prior to coming in.

Can the Public still attend Library Board of Trustees Meetings?

Yes. Contact the Director at the Library prior to a scheduled meeting in order to ensure arrangements can be made for proper social distancing.

Will the Library still have in-person programs?

No. For everyone's safety, in-person programs, such as Story Hour, have been cancelled until further notice. However, the Library is offering *Virtual Trivia* every week on its Facebook page. Answers to the previous week's questions and new questions for the week will be posted every Monday. *Family Fun Bags* will be available from time-to-time as well.

How do I return my materials and what happens to them after I return them?

The outdoor book drop will be open for any returns. Please try to bag your returns when using the outdoor book drop. You may also return your items inside the building during open hours in the bin labeled "returns" (no bag required). Returned items are quarantined for a minimum of 24 hours.

My items are overdue! Will I get charged a fine?

As of December 8, 2020, until the present, the Library has gone fine free. This means that no fines will be charged or collected at this time. Additionally, any fines that occurred during the closure period will be FORGIVEN. *You will still receive overdue notifications.* Previously accrued fines/fees that were on your account prior to Wednesday, March 18, 2020 will NOT be forgiven. *Replacement fees for lost, damaged, and long overdue items will still be charged.*

My library card is about to expire or is expired, what do I do?

Call the Library to verify and update your contact information and request that your privilege be renewed.

I have a question about my account. Is there anyone that can help me?

If you have any questions about your account or how to access digital resources please reach out to the North Country Library System HelpDesk Hotline. Click the icon on the <https://catalog.ncls.org> webpage to access this service. You may contact the Library during open hours as well.

I'm new to the area, can I apply for a library card?

New patrons are welcome to apply for a library card on the <https://catalog.ncls.org> website and gain access to an array of digital resources, including e-books, audiobooks, databases, and more. When we reopen, new applicants have 365 days to come into the Library to obtain and validate their physical library card. You can also apply for a card in person with a valid photo ID and a piece of mail or other item verifying your current address.

Do you have 2020 income tax forms?

Yes. The Library has 2020 NYS State and Federal income tax forms and instructions. They are available for pickup during the Library's open hours.

Are you accepting book/media donations?

No. The Library will not be accepting any book or media donations at this time. **DO NOT LEAVE** book donations near the doorways or in the book drop.

Are you accepting monetary donations?

Although the Library is not exchanging money at this time with patrons, one can still safely donate. The Library is always thankful to receive monetary support from its patrons. Checks can be made out to the Central Square Library and cash donations can be made in the donation jug.

What is the Library doing to help reduce the spread of Coronavirus?

The Central Square Library is committed to helping ensure the safety of its staff and patrons. Precautions used, but, are not limited to, the following: Library staff undergo a health screening prior to work, frequently touched surfaces are sanitized, returns are quarantined for a minimum of 24 hours, staff wear masks and gloves when handling materials for patrons, gloves and masks are provided to the public as needed, hand-sanitizing stations have been installed at the side entrance and at the circulation desk, limit of three people browsing at a time, social distance markers on the floors, and signage reminding patrons to wear masks.

Can you help me find information about the Coronavirus (COVID-19)?

The Centers for Disease Control and Prevention (CDC) is the best resource to obtain accurate information regarding Coronavirus (COVID-19) and can be reached at www.cdc.gov.

The New York State Department of Health:

Novel Coronavirus (COVID-19) Hotline: 1-888-364-3065 <https://health.ny.gov/diseases/communicable/coronavirus/>.

Oswego County COVID-19 Hotline:

Please call [315-349-3330](tel:315-349-3330) for more information about the Coronavirus.

https://health.oswegocounty.com/information/2019_novel_coronavirus/index.php