

December 3, 2020

GRAY PUBLIC LIBRARY

CURBSIDE SERVICE FAQ

Based on an increase in COVID-19 cases in Maine, and out of abundance of caution, the Gray Public Library will begin curbside pickup of materials only. In-person browsing is suspended until further notice.

Please review the frequently asked questions below so you may still get the most out of the Gray Public Library.

- 1) Can I still get materials?
 - a. Everything that could previously be checked out from the Gray Public Library is still available for circulation. So all of the books, picture books, audiobooks, DVDs, Blu-rays, music CDs, video games (and everything else) are still available.
- 2) Is Minerva requesting still working?
 - a. Yes, we will continue to send and receive materials through Minerva's van delivery. You will still be able to request items from other libraries through our online catalog.
- 3) When is curbside pickup available?
 - a. You may pick up items during our normal hours of operation which are:
 - i. Tuesday 9:30AM to 7:00PM
 - ii. Wednesday 9:30AM to 7:00PM
 - iii. Thursday 9:30AM to 6:00PM
 - iv. Friday 9:30AM to 5:00PM
 - v. Saturday 9:30AM to 3:00PM
- 4) How do I checkout materials?
 - a. To request an item, you may:
 - i. Reserve items over the phone by calling 207-657-4110 extension 0,
 - ii. or emailing us at graylib@gray.lib.me.us,
 - iii. or using the online catalog (<https://minerva.maine.edu/search~S45>).
 1. If the item you wish to borrow is checked out or not owned by the Gray Public Library, you can request it from another MINERVA library.
 - b. We will notify you when your items are ready for pickup – by email if we have one on file, or by phone if we do not have an email.
 - c. Pull into the loading dock area, located on the right side of the building, and give us a call at 207-657-4110.
 - i. If you do not have a cell phone, please tell us that when you are requesting materials and we can arrange a pickup time where we will know to expect you.
 - d. We will bring out a bag with your items on it and leave it on the loading dock.
 - e. You are all set to take your items – and please remember to practice social distancing while picking up your materials.

- 5) How long will my request take to get ready?
 - a. During this time, we will be pulling materials throughout the day. If the item is available, it should be ready for pickup within a few hours of the request. If the item is not available or coming through van delivery, it may take up to a week.
- 6) What if I don't know what I want?
 - a. Please give us a phone call or email during business hours, and the amazing staff will be happy to help you make some selections.
- 7) I returned my items a few days ago and they are still on my library account?
 - a. For the safety of our staff and fellow users, we are quarantining all returned materials for at least 72-hours prior to checking them in. We back-date our check-ins so overdue fines will not be assessed for the period of time an item is in quarantine.
- 8) How many items can I request at a time?
 - a. We are asking people limit their requests to 10 items per trip.
- 9) How long will borrowing periods be?
 - a. We are maintaining normal due dates. Feature films and music CDs owned by the Gray Library are due in 7-days. All other items, including materials requested through MINERVA, are due in 21-days. Items that are not requested by another patron can be renewed.
- 10) Apart from borrowing materials, are any other services still active?
 - a. Reserved pickup of Gingerbread House kits will still happen on Thursday, December 10th, Friday, December 11th, and Saturday, December 12th.
 - b. Public computing is available via reservation for one 30-minute session per day. Please call 207-657-4110 or email graylib@gray.lib.me.us to make a reservation.
- 11) Are you still accepting donations?
 - a. We are temporarily suspending the acceptance of donations. We will send notice when we are in a position to continue receiving donations.