

## Ossining Public Library Pandemic Response FAQ

This document contains information about various library services, hours changes, rules changes, etc., during the COVID-19 pandemic. The library is following the [Ossining Public Library Pandemic Policy and Plan](#).

This document was last updated on: 1/4/2021

1. Q: **What phase of the [Pandemic Policy and Plan](#) is the library currently in?**

A: We are currently in Re-Entry Phase 3.

2. Q: **What are the library's hours?**

A: The library is open for **Curbside Services** as follows:

Monday, 9 am to 9 pm  
Tuesday, 10 am to 6 pm  
Wednesday, 1 pm to 9 pm  
Thursday, 9 am to 9 pm  
Friday, 10 am to 6 pm  
Saturday, 9 am to 5 pm

The library is open for **Grab and Go Hours** as follows:

Monday, 3 pm to 9 pm  
Tuesday, 12 pm to 6 pm  
Wednesday, 3 pm to 9 pm  
Thursday, 9 am to 3 pm  
Friday, 10 am to 4 pm  
Saturday, 9 am to 3 pm

The library is open for **Library By Appointment** as follows:

Monday, 9 am to 9 pm  
Tuesday, 10 am to 6 pm  
Wednesday, 1 pm to 9 pm  
Thursday, 9 am to 9 pm  
Friday, 10 am to 6 pm  
Saturday, 9 am to 5 pm

3. Q: **What is available through Curbside Service?**

A: You may pick up books and other materials that have come in for you on hold. You may also pick up print jobs that you have ordered, activity kits, and free books that are available.

4. Q: **How do I let the library know that I'm here for a curbside pickup?**

A: Please send a text to 914-918-0720 and follow the instructions. Need help? Call the

circulation desk at 914-941-2416 and choose option 1. More information about curbside services can be found [here](#).

5. **Q: How do I do curbside printing?**

A: Email your print job as an attachment to [OPLprint@wlsmail.org](mailto:OPLprint@wlsmail.org). Staff will respond by email when your print job is ready. Pick it up by using Curbside Service (see above).

6. **Q: What can I do during Grab and Go Hours?**

A: You can browse on the first floor, second floor, and mezzanine for up to 30 minutes and can check out your materials at the circulation desk. You can also make an appointment to browse in the Children's Room by calling 914-941-2416 and choosing option 4 or to browse in the Teen Room by choosing option 3. Unaccompanied children between the ages of 10 and 13 are currently only allowed in the library by appointment and should contact the Children's Room or Teen Room or speak with one of our entrance greeters.

Computers are available on a limited basis. Please speak with the Adult Services staff, the Children's Services staff, or the Teen Services staff to inquire about computer availability.

Tables on the lower level in the cafe and gallery areas are available on a first come first served basis. Table use in the cafe area is limited to 30 minutes. Please see the lower level greeter for more information. Please note that eating is currently not allowed in any area of the building.

7. **Q: What can I do during Library By Appointment?**

A: Adults may make an appointment for two or three hours, depending on the time slot, to do quiet work on the second floor of the library at an assigned study table. Adults may also use a computer or check out a Chromebook on the 2nd floor. Please call or speak with an Adult Services staff member to make an appointment.

Children and families may make an appointment to do quiet work in either the Children's Room or the Teen Room. There are limited computers available for use. Children and families should contact the Children's Room or the Teen Room to make an appointment.

8. **Q: Am I allowed to eat in the library?**

A: For the health and safety of staff and patrons, we are currently not allowing eating in any part of the library, including the cafe area. Patrons who wish to eat must do so outside of the library.

9. **Q: Am I allowed to book a meeting or performance space for myself or a group?**

A: Currently, meeting and performance spaces are for library staff use only.

**10. Q: Is the library holding in-person programs?**

A: With a very few exceptions, the library is not currently offering in-person programming. Programs are offered virtually using a variety of platforms.

**11. Q: How is the library handling book and materials returns?**

A: All physical books and materials must be returned to an outside bookdrop with the exceptions being museum passes and hot spots. These items should be handed to a Circulation staff member during Browsing Hours. Once items are retrieved from our outdoor bookdrop, they are held in quarantine for 72 hours in the library's theater. After 72 hours, they are checked in by the Circulation team and then reshelved. All items are being checked in fine-free. You may see a return still listed as "checked out" on your library account for a few days after return. Please don't worry! Follow up with a member of the Circulation Department if you see something listed on your account for more than four days after return.

**12. Q: How is the library keeping the building clean?**

A: Our Buildings and Grounds team does routine cleaning of high touch surfaces throughout the day. All library staff members regularly clean their work areas, including work areas at each service desk. Library staff members are instructed to wash their hands frequently and to use hand sanitizer between washing. Staff members also wear masks at all times.

**13. Q: Are there any other rules that I need to be aware of when visiting the library?**

A: In addition to the rules outlined in this document and our regular [Code of Conduct](#), patrons over the age of 2 must wear masks at all times. Patrons who do not wear masks or who do not keep their masks on during their entire visit will be required to leave the building. Patrons are expected to maintain social distance of 6 feet away from library staff and other unrelated patrons.