

MAPL FAQ

We know that everything is a little confusing right now – we wanted to try to clarify what’s going on at the library to make your lives a bit simpler. Please read through these frequently asked questions, and if we missed something, contact us at 732-583-9100 or info@matawanaberdeenlibrary.com.

Q: Why isn’t the library open since the Governor said that libraries could open at 25% capacity?

A: The Governor also put many safety mandates in place when he allowed libraries to start reopening. While we are working on following those mandates, making sure we have ample PPE for staff, and installing Plexiglas partitions to protect both staff and patrons, there are delays in delivering these important items, and we are just not ready to welcome the public into the building at this time. Even when our safety equipment is in place, our building is such that 6ft of physical distance between patrons and staff is very complicated. We are doing our best to provide services, programs, and information to our patrons in safe, alternative ways.

Q: What services are provided by the library right now?

- Our online resources are available 24/7
- Our WiFi access has been extended into the parking lot so that patrons can safely sit in their vehicles in the lot and utilize internet access with their devices
- We are now allowing requests for materials and a safe, contactless Porch Pick-up service
- We are offering programming for all ages on our Facebook page and via Zoom
- Patrons can sign up and track summer reading books through our online READsquared program
- Librarians and tech assistants are available to answer questions via phone and email

Q: How can I find out about the library’s current services?

A: Go to the library’s website – www.matawanaberdeenlibrary.com – follow us on Facebook and Instagram, or call or email the library for details.

Q: What if I need to use a computer?

A: Once the library’s safety measures are in place, we will be opening appointments for limited computer use in the library. More information regarding this service will be forthcoming.

Q: What if I want to browse the shelves or bring my children into the library to browse or play?

A: Unfortunately, our small size and the library’s configuration make it very difficult to follow the 6ft of physical distance rules, therefore, these activities will not be permitted at this time.

Q: How can I get a library card?

You can complete the brief form on our website – or just click on this link:

[https://lmac.ent.sirsi.net/client/en_US/lmxac/search/registration/\\$N/SYMWS/true?](https://lmac.ent.sirsi.net/client/en_US/lmxac/search/registration/$N/SYMWS/true?)

You will receive an email with a library card number and PIN within 24 hours.

Q: Can I return my materials?

You can deposit all returned items in the book and DVD boxes in the library's parking lot.

Q: What about late fines and lost books?

All due dates were extended and we are currently not charging late fines on any materials. If you have lost materials, call or email the library to find out how to take care of those charges.

Q: What happens after I return my items?

Staff is using the utmost care to safely transport materials into the building to the library's meeting room where they are deposited on tables for a 72-hour quarantine. After the items are quarantined, they are checked in (therefore, you may see materials on your account for a period of time even after they are returned) and then they are shelved and ready to go out to the next patron. Our staff is wearing masks and gloves when handling returns and checkouts to ensure everyone's safety.

Q: Can I donate books?

Unfortunately, at this time, we cannot accept book or DVD donations. The Friends will not be holding a book sale for the foreseeable future, and we have limited storage space. Try Goodwill or Habitat for Humanity to see if they will accept your donations.

Q: With Porch Pick-up, why am I limited by number of items I can request or certain kinds of items?

Unfortunately, the delivery service that transports items between libraries is currently not available. Therefore, patrons can only request items that are on our library's shelves. Because we have only limited numbers of items, we are being very strict about the limits we already have in place – for example, we only allow up to three summer reading book checkouts at a time, and two DVDs per adult card... We want all of our patrons to benefit from our collection, so we are asking that you limit your total requests to six items per week. This also makes the Porch Pick-up process more manageable for staff.

Q: When are staff members available to take my call?

For safety purposes, the library staff is working in split shifts on two teams, therefore, availability is limited. Please call 732-583-9100 during the hours of 9am-1pm or 2-6pm, Tuesday through Saturday. During the times when we're not available, please leave a message or send an email to info@matawanaberdeenlibrary.com and we will get back to you as soon as possible.

Q: When will things go back to normal?

We wish we had an answer to that question! Our staff misses seeing you in the library, and we wish that we could snap our fingers and return to our routines from early March. Of course, we don't know what the future brings, but we are doing our very best to provide as many services as possible in a safe, yet convenient way. Thank you for your patience!