

# UPDATED 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](mailto:info@matawanaberdeenlibrary.com).

## **Q: Is the library open right now?**

A: The library is not currently open to the public and **we have had to curtail computer appointments at this time due to the spike in COVID numbers. Please watch our website and Facebook page for updates.**

## **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 are not permitted at this time.

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

- Our online resources are available 24/7 – including specific pages for student resources, item requests, and online browsing
- 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 accepting requests for materials (including requests for materials from other libraries’ collections) and a safe, contactless Porch Pick-up service
- We are offering programming for all ages on our Facebook page and via Zoom
- Librarians and tech assistants are available to answer questions via phone and email
- If you or someone you know does not have access to our web site and would like to be on our call list to receive updates of our services via phone, please call us - we will add you to our list and keep you informed of any news

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

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

## **Q: How can I get a library card?**

A: 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 provisional library card number and PIN within 24 hours.

**Q: Where can I return my materials?**

A: 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?**

A: 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?**

A: 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 7-day 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?**

A: 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: When are staff members available to take my call?**

A: 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](mailto:info@matawanaberdeenlibrary.com) and we will get back to you as soon as possible.

**Q: When will things go back to normal?**

A: 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!