



## Closure FAQ's

**Q: How long are you going to be closed?**

A: All locations of the Marysville Public Library will be closed at the end of day Monday, March 16, and will remain closed through Sunday, April 5. Further updates will be released on our website and through our Facebook page.

**Q: I have an item due while you're closed. What should I do?**

A: Please keep all materials you have checked out from the library at home. We went fine free in August, so no fines will be accrued. All due dates on materials that were due before March 16 have been extended. If an item was due before March 16 the due date was not reset so you may see that you have an overdue item but no fines or fees will be accrued. When we reopen we will begin to accept returns. Items will then be checked in and cleared off your account.

**Q: Will you be offering curbside or mailing service?**

A: At this time, curbside pickup or mailing materials are not options we are considering. The COVID-19 virus can live for extended periods on hard surfaces like book covers and DVD cases, so we would like to limit our items potentially being exposed to the virus or being sources of exposure for our staff and patrons. Due dates have been extended past our reopening, and will be extended longer if necessary. We are asking that people hold on to the materials until we reopen.

**Q: I currently have an item on hold at the library that I was unable to pick up before the closure. Will it still be there when you reopen?**

A: Yes, any items that were on hold when we closed on Monday, March 16 are currently on the holds shelf waiting to be picked up. We will hold all of this items for an additional 5 days after we reopen.

**Q: I forgot my library pin. What should I do?**

A: If you are having trouble accessing your library account or forgot your library pin, please email [mplcirc@marysvillelib.org](mailto:mplcirc@marysvillelib.org).

**Q. How will I access online resources?**

A: Most of our online resources are available through links on our website on the Digital Library or Research pages. You may be asked to enter your barcode or account, this is the 14 digits found on your library card; just the numbers, no spaces. Some resources will also ask for your PIN number which is typically the last 4 digits of the telephone number we have on record for you. If you have any questions about your account number or PIN please reach out to us through our contact page, <https://marysvillelib.org/contact/>



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**Q: *When will library programs return?***

**A:** Right now, library sponsored programs will resume 2 weeks after we re-open. We will keep you informed if that should change.

**Q: *I have a meeting room reserved, what is happening with those reservations?***

**A:** Once we are open, we will allow the use of meeting rooms. Reservations already in place will remain as scheduled.

**Q: *Can we use Wi-Fi outside the building?***

**A:** Yes, Wi-Fi does extend to some areas outside of our buildings. The Wi-Fi will be available from 7 am – 10 pm.

**Q. *What will happen with the book club I attend?***

**A.** Any library sponsored book clubs that were scheduled to take place during the closure will not take place. The titles that were selected to be read during the cancelled meeting will be pushed to the following regularly scheduled meeting.