

# Library Guide-Update 17 December 2020

## Curbside Service

Spangdahlem Library is taking steps to reduce the risk of spreading COVID-19 in our community. In order to adhere to local guidance, beginning 17 December, checkouts will be via curbside service only.

## Place an Order

To take advantage of this service, use the online [catalog](#) to request materials, or call the Library to request items. You can give us a list or ask us to pull a selection for you based on reading level and genre. Reservations can only be made for items in the Spangdahlem Library collection, interlibrary loans are currently not available.

Our computer system generates our list of holds overnight, so if you're wanting a same day pick up, please call the Library.

## Item Pickup

All requests will be ready the next day. If you need same day pick up, please call the Library. When you arrive we will be happy to bring those materials to your car.

The safety of our community—including our patrons and staff—is the most important consideration of this project, so all curbside transactions will be ENTIRELY CONTACTLESS. That means:

- **There is parking in front of the Library reserved for Curbside pickup. Once parked, call the library to let staff know you've arrived and which car you're in.**
- **Patrons will show staff a photo ID through a closed window.**
- **Staff will place materials on the bench and step away for the patron to retrieve.**
- **Returned materials must be placed in exterior book return. Library staff will not accept returns directly from patrons.**
- **Returned materials will be quarantined for seven days, so those materials may not be available for checkout immediately.**

# Library Guide-Update 17 December 2020

## In-Library service

If you cannot fulfill your mission-essential need through Curbside service: computer lab, fax and scanning services will be available in-person. Just ring the bell at the front door and staff can assist you during our normal operating hours.

## e-Library

We encourage you to use the Library from the comfort of your home or office! Our [e-Library](#) is available 24/7 and can be accessed through the AF Portal or from anywhere with your Library card. If you need assistance accessing the e-Library or creating an account for any of the online resources, please call the Library.

Resources include:

- **eBooks, Audiobooks, Magazines, Newspapers, Movies, TV series, Music, Comics and Concerts**
- **Language learning**
- **Research, health and genealogy databases**
- **Test Prep and Career assistance**
- **Continuing education courses in subject areas including: computers and technology, personal finance, crafts and hobbies, homeschooling, and other professional and personal development**

## Common Questions

**Q: How does curbside pickup work?**

- Place a hold on items through our online [catalog](#), call the Library, or message us on facebook to request items.
- The next business day, stop by the Library and park in the spot marked curbside pick-up. Call to let us know you have arrived.
- We will check your ID through a closed window and set your items (in a bag) on the table in front of the parking area. We will then step away for you to retrieve the items.

# Library Guide-Update 17 December 2020

## **Q: I'm not sure what I want. Can you help?**

- Absolutely! You can call or message the library and ask for suggestions or just ask us to choose a selection for you based on genres and reading levels.

## **Q: I just put something on hold. How soon will it be ready for pick-up?**

- Our computer system generates hold lists overnight, so library staff won't pull your materials until the list is created on the following weekday morning. If you are hoping for same-day service, it's best to call the library.

## **Q: Will I be able to pick up my materials the same day I request it?**

- In most cases yes, but depending on demand and staff availability, some orders may not be ready until the following day.

## **Q: According to the website, the materials I want are at another USAFE Library. How long until they're ready to be picked up?**

- All shipments between libraries are currently suspended, so we can only fulfill requests from the local Spangdahlem collection until further notice.

## **Q: I'm wearing a mask. Why can't they just hand the materials to me?**

- To maintain the recommended distance of six feet, our curbside services are designed to be completely contactless. We appreciate your understanding as we do everything possible to help protect our community.

## **Q: How long will you keep my hold?**

- Holds are currently available for two weeks.

## **Q: Can I print or use the computers?**

Yes, you just need to ring the bell on the Library front door and staff will assist you. Prints are 10 cents per page.

## **Q: Can I come in to make photocopies?**

Yes, you just need to ring the bell on the Library front door and staff will assist you. Copies are 10 cents per page.

# Library Guide-Update 17 December 2020

**Q: Do you have safety measures in place to protect the public and Library staff?**

We have implemented the following safety guidelines:

- Individuals should spend the minimum time required to accomplish their specific business and then depart the location.
- Masks are required for all patrons over the age of two when in the Library. Social distancing at a minimum of 6 feet is required whenever possible.
- The main doors will be for entrance only. Please follow the signs to exit through the staff doors.
- Returned materials must be placed in the book return. Library staff will not accept returns directly from patrons.
- To maintain the highest level of safety, all items that have been handled by patrons will go into quarantine for 7 days. This includes all items returned to the book drops and all items handled in the Library.

**Q: How do I access the e-Library?**

Visit <http://www.usafelibraries.org> and hover over E-Library. You can then choose to access via milnet or with your Library card number. After you are logged in, just choose the resource you want to use.

Note that there may be additional login information (i.e. access code) you need to create an account if using your Library card to sign in. This information is noted in the description of the resource.

**Q: How do I get a Library card?**

You can get a Limited-use Library card providing access to the e-Library by filling out the Library card form at: <http://www.usafelibraries.org/libform.html>. You will receive an email within 72 hours with your library card number.

For full access to the Library, you can visit the Library and ring the bell on the front door and staff will assist you.

**Q: I still have questions.**

We're happy to help! Please call us or message us on facebook.