



HOURS OF OPERATION

Main Library

Monday - Wednesday 10:00 AM - 5:30 PM

Thursday 10:00 AM - 7:00 PM

Friday - Saturday 10:00 AM - 5:30 PM

SoNo Branch

Monday 10:00 AM - 5:30 PM

Tuesday 11:30 AM - 7:00 PM

Wednesday - Saturday 10:00 AM - 5:30 PM

This proposed plan is tentative as we watch the effects of Coronavirus cases and the variants. The Norwalk Public Library's reopening is meant to align with Mayor Rilling's and Governor Lamont's plans for public spaces. They are subject to change or modification according to state and/or local orders and health officials' recommendations.

For the time being, we are limiting the length of time patrons can use computers and study rooms to ensure access to as many people as possible. We appreciate your patience as we continue to social distance responsibly.

Library Protocols

- As of January 3, 2022, the guard station will be moved closer to the front entrance.
- Patrons will enter and exit through the front entrance. The back entrance will be locked.
- All visitors age 2 and up must wear a mask at all times while in the library.
- Security guard will greet visitors, and have them sign in and out **legibly** for contact tracing.
- Capacity limits are **25** people per floor at the main library and **15** people per floor at SoNo.
- **Social distance must be maintained at all times.**
- **Masks must be worn at all times while in the library.**

Available Services

- The majority of library services have been reinstated with social distance compliance.
- Games are available to check out and to play—three (3) people per game—while in the children's departments.
- Sidewalk service will take place, Monday -Saturday, 10 AM - 2 PM. Patrons will indicate to the reference points in both buildings if they want sidewalk service and reference will ask for the date and approximate time of pick up and give patrons circulation's phone number to call when they arrive. Reference will pull the items and give them to the circ. staff. The circ. staff can decide whether to integrate sidewalk service items with the other holds or dedicate a shelf for them and organize according to pick-up date/time. Circulation staff can ask for the guard's help, if needed, to get patrons' library cards when they arrive to pick up their items.

**As of January 3, 2021, Norwalk Public Library will be a fine-free library.
Replacement costs incur for lost items.**

Online and Digital Services

- Apply for library cards online and pick up in the library with photo ID and proof of Norwalk residency or employment.
- Access to 24/7 digital library resources: databases, eBooks, eAudiobooks, music, movies, more.
- WiFi access 24/7 directly outside of our libraries
- WiFi printing in the library during library hours.
- Assistance with eDevices and digital library resources and downloadable content available via Zoom, or by phone.

Computer Services and Studio One Appointments

- Adult and children's computers are available on a first-come, first-served and sign-in basis. In order to provide social distance at both of our library locations:
 - 14 people at a time are allowed in the adult computer area at the main library;
 - Seven (7) people at a time are allowed in the adult computer area at SoNo branch;
 - Four (4) youth at a time are allowed in the children's computer area at both libraries.
- Studio One access is available by appointment for one hour, one person per appointment.
- **Masks must be worn at all times and social distance protocols must be followed.**

Programs:

- Programming for adult and children age 5 and up will take place in the community rooms at both locations with a capacity limit of 25 at the main library and 15 at the SoNo branch **to ensure social distance protocol.**
- Games are available to check out and to play—three (3) people per game—while in the library.
- Group visits for up to 25 people (main library) and 15 people (SoNo branch) must be prearranged and are scheduled at the discretion of the department head.
- Adult and children's programs continue via Zoom, YouTube video, and Facebook Live.
- Adult and children's programs/concerts will take place outdoors weather permitting,
- Please note: We are currently working to update the technology in our community rooms in order to offer hybrid—in-person and virtual—programming.
- **Masks must be worn at all times.**

Services On Hold

- No toys are available in the library.
- Passport service is not currently available.

Room Bookings: Study/Community Rooms

- Two public room bookings per day will be accepted for the community rooms in both buildings for up to 25 people at the main library and 15 people at the SoNo branch.
- **Social distance must be maintained during programs and while in study rooms.**
- Table and study room bookings are available by appointment for up to two (2) people per table and per study room: Judy Room, study pod, computer lab, big study room.
- The conference room is available by appointment for up to four (4) people.
- **Masks must be worn at all times.**
- Violations will result in being banned from using the rooms.

Donations

- Friends of NPL offer ongoing book sales at both library locations.
- **Donations for Friends of NPL and Norwalk Reads are accepted on Tuesdays and Thursdays.**
Alert building services when books arrive.
- **If someone comes in on other days, see if Ralph is in the building and if he arranged the drop off. If not, the donations can be put in the triangle room. Circulation staff can print copies of the donation policy to keep at their station and give to the guards for their stations to give to patrons who inquire about donating items, or who bring books in on days other than Tuesdays and Thursdays, politely letting the donor know to bring items on Tuesdays and Thursdays in the future.**
- **Appointments should be scheduled for donations of four or more large boxes.** Call 203.899.2780 ext. 15100 (main library), or 203.899.2790 ext. 15901 (SoNo branch) to schedule an appointment.
- **NO BOOKS SHOULD BE IN THE FOYER OR ANY AREA DEEMED A FIRE HAZARD. IF SOMEONE FROM THE FREINDS ISN'T AVAILABLE TO SORT BOOKS WHEN THEY COME IN, THEY SHOULD GO DIRECTLY TO THE TRIANGLE ROOM.**

Employee and Patron Restrooms

- Bathrooms are designated for either staff use or patron use.
- No more than one person or family in the restroom at a time.
- Disinfecting wipes are placed in bathrooms.

Elevator

- Masks must be worn at all times while in library elevators.

Employee Break Room/Conference Room

- No more than four (4) people at one time in the staff lounge.
- No more than four (4) people at a time in the conference room.
- No games, jigsaw puzzles, etc. will be available until further notice.
- PLEASE NOTE: Because masks must be removed to eat, social distance protocols must be followed.
- **Masks must be worn when not eating and social distance protocols must be followed.**

The Blue Teapot

- The Blue Teapot is open.
- Because masks must be removed to eat there is a capacity limit of 8 and social distance protocols must be followed.
- The Blue Teapot services are now expanded to offer catering services for library room bookings.
 - **Masks must be worn when not eating and social distance protocols must be followed.**

Approved by the NPL Board of Trustees 11.17.21
In-house procedures completed on 12.28.21