

Hagaman Memorial Library Frequently Asked Questions: General Service During the Pandemic

- *How can I register for a library card?*

To register for a library card, you must either live in East Haven or own property in East Haven. We have on our website, hagamanlibrary.org, the option to register for a library card. You will fill in the prompts on the website, and a member of library staff will process your registration and mail you your new library card.

- *I've heard that I can log in at home and check on my library account. How do I do this?*

You would first head to our website, hagamanlibrary.org, and click "My Account" under the Catalog tab. If you are signing in for the first time, please call the library and explain the situation: for first-time sign ins, library staff will provide you with three automatically generated words to use for your password; after this, you can reset your password to whatever you would prefer. (Please see the next paragraph about how to reset your password).

Once you log in, you will be able to see an account summary that includes when your library card will expire (library cards expire every three years, at which time we will review your information on file to confirm that it is still accurate), how many items you have currently checked out, whether you owe fines (and, if so, how much – though in consideration of the pandemic, we will not be collecting late fees for the time being), and you can even place holds on items through your account!

- *Before I ask about placing any item holds, can you tell me more about how to reset my password?*

Definitely! On the same sign-in page, underneath the link asking you to set up your password, there is a smaller link that asks, *Forgot your password?* That link will take you to a screen where you will either type in your library barcode number (located on the back of your library card) **or**, if you have set one, your online library account user name. Once you submit this information, you will receive an email within a half hour with instructions and another link to follow to reset your password. If you have not received it within that time, we advise that you double-check your email's spam filter and add the library to your email Contacts list to avoid future missed emails from us. Please note that this is only an option if you have your current email address included on file with the library.

If you are uncertain as to what email address you have on your library record, or wish to update any information on your record, you may contact the library at 203-468-3890.

- *That all sounds great! How can I place an item hold on my account?*

To place a hold, you would type in either the title of the item that you seek, or the name of the author in last name, first name format. You can also search by subject (ex: historical fiction, dinosaurs, the Cold War) and further refine your search by item in the Format drop-down list. **If the item is in our catalog**, you can click on "Request Item" in the upper right-hand corner. From there, you will be brought to a confirmation screen that will display the pickup library, and your preferred method of being contacted once the item is available. You will then click "Submit."

If your item is not in our catalog, you will return to the top of the page and, in the “Library” drop-down list, you will scroll all the way to the top to select Bibliomation. Bibliomation is the name of the library consortium to which we belong, and this search will enable you to see what is available at every library that participates in our consortium. This is called an inter-library loan, and the steps to placing an inter-library loan are the same as above. There will be a short wait (we generally give a conservative estimate of about a week or two) until your item is delivered to the library, at which time we will contact you.

All holds will be set aside for six days before your place is removed and the items are passed on to the next person on the waiting list – or, in the case of inter-library loan, sent back to their home libraries.

- *I don't know: that sounds a little intimidating. What are my other options?*

No problem: you may call the library at 203-468-3890 and a member of the library staff will be happy to assist you over the phone in searching for items, placing item holds – inter-library or otherwise – and with any other inquiries! Our contactless curbside hours of operation are the following: Mondays, Fridays, and Saturdays, 10:00am – 5:00pm; Tuesday through Thursday, 10:00am – 8:00pm.

- *The items that I want are available, so how do I come and get them? Also, where can I return items that I already have checked out?*

We strongly encourage that you place your items to be returned in the outside book drop in the parking lot.

For contactless curbside pickup, you will need to call the library at 203-468-3890 and let the library staff know either that you have items on hold to be picked up or what items you would like set aside for you, and schedule a time to come to the library.

Appointment times are staggered in ten-minute intervals in an effort to continue social distancing measures. A table will be set up next to the back entrance of the building; in the case of inclement weather, a smaller table will be set up for patrons in the foyer between the back entrance and the Children's Department. Items will be checked out to you before you arrive and will be waiting for you on the table. You will look for your name, pick up your items, and be on your way.

- *I need to use the computer, and I might need some help. How do I go about this?*

The library's computer lab will be open Monday, Friday, and Saturday from 10:00am—1:00pm/2:00pm—5:00pm, and Tuesday through Thursday from 10:00am—1:00pm/2:30pm—5:00pm. Computer sessions are to be scheduled 24-hours in advance by calling the library at 203-468-3890. Walk-in computer use is discouraged, but will be accommodated as the day's schedule permits. It is **mandatory** that patrons and staff wear a face mask that securely covers the nose, mouth, and chin **at all times** while in the library building.

Children under the age of 12 are not permitted unless accompanied by a parent or guardian for a school assignment or other constructive purpose. Extensions of a computer session are limited. Copies can be printed from the computers at a cost. Library staff assistance to people in the computer lab will be limited and maintained at an acceptable social distance. Patrons needing more assistance will either receive it at that time through remote access to their computer, or through an email or chat exchange. If this cannot be done at the time, it will be scheduled for another time.

Public bathrooms and water fountains will not be available.

- *Does the library have a Wi-Fi network?*

Yes: scheduling the use of the public Wi-Fi network in the computer lab for sessions may be limited to the number of such sessions scheduled. People are encouraged to access the public Wi-Fi connection outside the building. The outside public Wi-Fi antennae provides coverage to the front of the library building facing Main Street, the sides, and the back parking lot areas of the building.

Connecting to the outside Wi-Fi is easy while on the library grounds or while being parked in a vehicle in the library's parking lot. There is not a limitation on session time by using the public Wi-Fi network outside and it's available for use 24-hours per day.

- *I seemed to have lost my library card: what do I do?*

Once you've realized that your library card is lost, please call us straightaway at 203-468-3890. We will issue you a new library card, which will be mailed to the address on record; we will confirm this before it is sent. Normally, the replacement fee charged by the library is \$2.00, payable by either cash or a check made out to the East Haven Public Library Inc. – this will be waived temporarily, as are late fees. We will also place a notification for staff on your record that states when your library card was reported missing, and that a replacement has been issued.

- *I have paperwork to fax/ pages to be copied. What do I do?*

We are also offering curbside services for faxes and copies! Please call the library to schedule these services; please specify the service you wish to schedule, and if your documents are either double-sided or either in color or black and white.

Black and white copies cost .25 cents per page, and color copies cost .50 cents per page. The cost for sending a fax is \$1.50 for the first page – not including the cover sheet, an entirely elective option – and \$1.00 for every page after that. Please note that if your pages to be faxed and/or copied are double-sided, you will be charged for faxing/copying **both sides** of the document. We accept **cash only**, and ask that you **please provide exact change** for requested service.

When you arrive to the library, please either wait outside and call the library at 203-468-3890 or come into the foyer area behind the back Children's Room entrance and knock on the second set of doors to alert the library staff person that you have arrived for your copies or fax. Whichever you choose, you **must** wear a face mask that securely covers your nose, mouth, and chin **at all times** and maintain social distancing. The member of library staff will bring your documents inside of the building to do either faxing or copying; you must wait outside of the building or in the foyer area until they return.

- *I have some paperwork that needs to be notarized: can that be done at the library?*

We cannot accommodate notary services at this time. However, you may access the services of a notary at the East Haven Town Clerk's office Monday – Friday from 8:30am — 4:30pm; they may be contacted directly at 203-468-3201 for further information.

Notary services may also be obtained at Village Express, located at 1204 Main Street in Branford. Their hours are 8:30am—6:00pm Monday through Friday. You must bring your own witnesses to the documents you wish to be notarized; please call Village Express directly at 203-481-7426 for further information.