

## FAQs

1. What are the stages for the library's state of opening? (Refer to our [website](#) for our current Phase.)
  - a. We will remain closed to the public as per State and Ringwood Borough orders. There will be no access to our physical collection.
  - b. Phase 1: Building is open for lobby pick-up only. Building interior remains closed to the public. There will be limited hours with special hours for at-risk populations. Social distancing measures will be in place.
  - c. Phase 2: The upstairs of the building is open to the public with limited hours and special hours for at-risk populations. Social distancing measures will be in place.
  - d. Phase 3: The building is operating under normal hours, possibly with social distancing measures in place.
2. How do I get books from the library when it is closed or if I do not wish to visit the building?
  - a. Use our digital services available as apps or on a browser: Overdrive/Libby, Hoopla, and RB Digital.
  - b. Use the NJ [State Library Databases](#).
  - c. Explore our [website](#) for resources.
3. How do I order books to be picked up during lobby pick-up service hours?
  - a. Use our [online catalog](#) to place titles on hold. You will be notified when they are ready for pick-up.
  - b. If you do not have access to the internet, call the library to request holds.
  - c. Note that you will not be able to place holds on items from other PALSPlus libraries at this time. If you wish to borrow a book from another library, you must call that library to make arrangements to pick-up and drop-off at that library.
  - d. Note that when you arrive at our lobby to pick-up, you will be required to wear a mask and you may have to wait outside while others are inside the lobby.
  - e. Please see our [website](#) for lobby pick-up hours.
4. What should I expect when the library opens?
  - a. There will be limits on the number of people allowed in the building.
  - b. There will be special hours for seniors and those with underlying health conditions.
  - c. You will be expected to wear a mask and follow social distancing guidelines.
  - d. You will be asked to limit your time in the building.
  - e. Hand sanitizing stations and wipes will be available.
  - f. Self check-out machines may be available.
  - g. On-site programs and meetings will be replaced with virtual ones.
  - h. Meeting rooms will not be available for use by any organization until further notice.

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