



Library Services During COVID-19 National Health Emergency

March 15, 2020

Dear Patrons,

The Conway Public Library building will be closed to the public at least through April 3rd due to the national public health emergency caused by the COVID-19 outbreak. Library staff will continue to work as we offer a reduced level of service through the crisis. Library staff hours through April 3rd will be Monday-Friday 8:30AM – 5:00PM, Saturday 10-5. The following are services to be offered by the library while the building is closed:

Curbside pickup of materials. Library staff will bring materials out to members of the public. Patrons may place holds on materials by logging into their account through the library online catalog available at <https://nnhlc.bywatersolutions.com/>. If you do not know how to login to your account contact the library at 6034475552 or info@conwaypubliclibrary.org and we will set you up. Patrons may also call the library and we will pull materials for you as requested. Patrons should only return materials in the library book drop.

Online Resources. The library offers e-books and e-audiobooks at <https://nh.overdrive.com/nh-conway/content> and this website is open and completely available for use. This website also offers access to a wide variety of digital magazines with unlimited checkouts. The Library offers free access to the New York Times website. Visit <https://conwaypubliclibrary.org/> and have your access code redeemed to get started. Other resources the library provides access to include the digitized version of the *North Conway Reporter* through 1973 available at <http://conway.advantage-preservation.com/> and Rocket Languages, an online language learning tool available at <https://www.rocketlanguages.com/?libID=iZTM2YzM0>. Visit <https://conwaypubliclibrary.org/all-databases> for a full list of online library resources.

Reference Services: Library staff will be available by phone or email to respond to any questions you might have about anything.

Online Programs: Staff are working on ways to deliver online programming. More information on this subject will be announced in the coming days.

Social Media: Staff will continue to disseminate reliable information about the current crisis.



Printing Services. If you need something printed please email it to info@conwaypubliclibrary.org and we will print it for you. The library will schedule a time for pick up.

WIFI: The Library WIFI signal is working and is available for use 24/7.

The library is committed to the safety and health of our staff, volunteers, and the public. We wish everyone good health through these difficult times. We look forward to seeing you in the building once the crisis abates and are happy to serve in these ways until then. For information about the COVID-19 outbreak and how to protect yourself, please refer to the Centers for Disease Control website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

If you have any questions about anything mentioned here, please do not hesitate to contact us.

Sincerely,

David Smolen, Director
Conway Public Library