



The Monmouth County Library is pleased to welcome patrons back into our **Library Branches** in the second phase of our reopening. **In this phase you will be allowed into library locations with revised service hours for short browsing, to pick up requested materials and to use a computer by appointment only.** All patrons and staff will be required to wear face coverings at all times as per NJ Executive Order 157 and to adhere to social distancing guidelines. We ask that you limit your stay to a reasonable amount of time while we are operating at 25% capacity. Due to capacity limits, you may be asked to wait before entering a building.

We have made changes to our procedures and to the interior of the buildings to maintain a safe and healthy environment for our staff and our library users. We love sharing new books with patrons, but during this extraordinary time please limit desk conversations to inquiries only. **Meeting rooms, quiet study rooms, magazines, and newspapers will not be available during this phase.** Family visits with children should be brief and limited to choosing take-home materials. Children's play items, craft materials, and Early Literacy computer stations are presently unavailable.

***Thank you for all your patience and support during this time.***

## Frequently Asked Questions (FAQ) for Reopening

### **1. Are libraries open?**

Library locations including Headquarters, Eastern Branch, Allentown, Colts Neck, Hazlet, Holmdel, Howell, Marlboro, Ocean Township, Oceanport, Wall, and West Long Branch are open at 25% capacity with limited services and hours. Atlantic Highlands Branch will offer Door Side service only at the present time. Please check the web site for hours of operation by branch.

### **2. What are the hours of operation?**

Visit [monmouthcountylib.org](https://monmouthcountylib.org) for Door Side and in-library service hours at library locations.

### **3. Can I use a computer?**

Computer usage is available by appointment only, one session per day, maximum 60 minutes, without exception. Call your branch to schedule an appointment or use the computer reservation station in your branch.

### **4. Can I print?**

Printing is available from library computers at library locations that are open (see FAQ #1). Contactless mobile printing service is available from kiosks at selected locations. The kiosk accepts change, one-dollar, and five-dollar bills. For information, visit: <https://monmouthcountylib.org/mobile-printing/>

### **5. How do I return my library materials?**

All items must be placed in the book drop located outside the library. Items will be quarantined for at least 72 hours before processing. During this time, items will remain on your account but you will not be charged fines.

### **6. What about fines?**

There is an amnesty of fines on materials returned by September 15th, even those items checked out before the closure. Items may show as overdue in your account, but once returned plus the 3-day quarantine period, the fines will disappear.

### **7. What is the library doing differently during this time?**

Public seating has been limited to allow for social distancing. Reference and Check-Out desks have plastic barriers. High touch areas will be sanitized on a regular basis. Quiet study and meeting rooms will not be available. Please limit your time in the library.

### **8. Why do I need to wear a face covering?**

NJ Executive Order 157 requires workers and customers to wear cloth face coverings while on the premises, except where doing so would inhibit that individual's health or where the individual is under two years of age.

### **9. Can I donate books or other items?**

We are not accepting donations of any materials at this time.

### **10. How can I get a library card or renew my expired card?**

Monmouth County residents living or owning property in one of our member municipalities are eligible to apply for a library card. Please email your name, phone number, and an attached image of identification that includes your name and street address, preferably a current valid driver's license to: [mcl@monmouthcountylib.org](mailto:mcl@monmouthcountylib.org). Validate and pick up your card at your selected branch location.