Hewlett-Woodmere Public Library Services Plan FAQ

What are the requirements to visit the library?

All customers, who are not fully vaccinated must wear a face mask when entering and inside the building, as mandated by NYS Executive Order and CDC guidelines. If you are fully vaccinated, you may choose to not wear a mask.

Do not enter the building if you have COVID-19 related symptoms such as fever, cough, chills, and shortness of breath, have tested positive for COVID-19 in the past 14 days, and/or have had close contact with someone with a confirmed or suspected COVID-19 case in the past 14 days.

The number of customers permitted inside a building at any one time may be limited to allow for social distancing as per NYS guidelines.

While inside the building, customers must maintain a distance of at least six feet from other people.

Please keep your visit limited, no loitering.

How are returned books and other materials being handled? Should I clean materials I borrow?

The library is following scientific research and guidelines from public health authorities regarding safe handling of materials. Accordingly, returned items will be quarantined for twenty-four hours in designated areas before being put into circulation. Please do not use liquid disinfectants or other methods, which can harm materials.

What other measures are in place to keep everyone safe?

The Library is following the most up-to-date guidance from public health officials in order to ensure the safety of staff and customers. Health and safety practices and protocols to prevent the spread of COVID-19 will remain in effect as long as necessary.

It is still recommended that both staff and public wear masks, practice physical distancing, wash and sanitize hands regularly, and use gloves as needed. Hand sanitizer is available for customers to use as well.

Cleaning and disinfecting protocols are in place.

Plexiglas barriers, distancing markers, and signage are in place to promote appropriate distancing.

Before reporting to work on-site each day, staff are required to complete a health screening questionnaire regarding known COVID-19 exposure and symptoms over the past 14 days. They will also be required to take their temperatures each day. Staff who have tested positive for COVID-19, exhibited symptoms associated with COVID-19, or been in close contact with someone with a confirmed or suspected COVID-19 case in the past 14 days will not report to work.
In the event an employee or other individual who has been on-site at a Library location has a reported confirmed or suspected case of COVID-19, the Library will respond immediately to prevent potential spreading according to the Library’s Infection Response Plan.

How do I request books or other items to be held for pickup?

You may request materials through our online catalog or mobile app, or by calling telephone reference at 516-374-1967 ext. 404 for Fiction or Media, ext. 401 for Reference and ext. 402 for Children’s and Young Adult materials.

Will I have to pay a late fee for overdue materials?

There will be no fines and fees on any library materials until July 1, 2021 at the earliest.

What if my account is blocked due to unpaid fines and fees?

All blocks on library cards with fines and fees of up to $10 have been lifted until further notice.

Will the public computers be available?

Yes. There will be no appointments for computers; simply arrive at the library and use a computer when available. Computer sessions are limited to 60 minutes per customer. Customers can also bring their own laptops or device for use at the library.

Will there be programs, events, and classes?

There will be no on-site programs, events, or classes in the initial “Grab-n-Go” stage. The Library will continue providing virtual programs and other online resources. We expect to restart offering in person programming as soon as we are able to facilitate it.

Will private study rooms and seating be available?

Yes, there will be limited casual seating available (one person per table) and individual study rooms will be available on a first come, first served basis.
Will restrooms be available for the public?
Yes.

Will the HWPL accept book donations?
No. The library does not accept any book donations.

Will I be able to use the Library's Wi-Fi?
You can connect to Wi-Fi service inside and immediately outside the HWPL using your own device.

Is Ask-A-Librarian service available?
Ask-A-Librarian live chat through Tidio is available Monday to Thursday, 9:00 a.m. to 8:00 p.m., Friday and Saturday from 9 a.m. to 5 p.m. through our website at www.hwpl.org, and telephone reference will be available during the same hours.

How can I sign up for a library card?
Bring your photo ID and proof of your current address to the library and show them to our staff at the circulation desk. They will provide you with a card registration form and issue a new card to you. If you have a digital card already, it will make the process easier, since some of your information will already be in our system.

You can apply for a digital card online and gain access to all of our digital materials.

Where can I find HWPL's PPE Policy and reopening plan?