



Temporary public closing with limited services

While we are all feeling our way through how best to cope with a pandemic as a society, Frankenmuth institutions such as schools, the municipality itself, first responders, and yes, your library have to establish new protocols to accommodate the circumstances. Library Director Pamela Williams and the Library Board want you to know what services are and aren't available presently.

Under the recommendation of the Michigan Library Association and in compliance with best practices in reducing chances of spreading the COVID-19 virus, the library closed its doors to the public on Monday, March 16th until further notice. We are permitting access to the library building to staff only. Hours and services will be limited as follows:

Staff will be able to help over the phone (989) 652-8323 with the following:

- Account issues and information questions.
- Putting books on hold and picking up holds at the library entrance.
- Assisting with temporary card applications, card renewal, and passwords.
- Assisting with digital collection downloads and website resources.

Limited services do not include:

- Printing, scanning or faxing services.
- Use of public computers.
- Checking out Lit Kits or book/stuffed animal bags.
- Reserving more than 10 books on one account.

Door Pickup Procedures

1. Call the library before you arrive to pick up your holds.
2. Please have your library card number or name and address ready.
3. Let library staff know if the person picking up the holds will be someone authorized for holds pickup instead of the cardholder.

Items will be held for 3 days after the items are requested for pick up. Items that are not claimed within this time will be returned to the shelf. The drop box should be used to return all

books and resources. We auto renew your books if no hold is on it, and fines incurred during this time will be waived. MeL is suspended so previous orders will not be filled.

Additional Resources:

- Use our website at www.wicksonlibrary.org to reserve books, check your account, download a digital magazine, book or audio book, explore Tumblebooks with your child and download music. Our digital content requires a library card and a password. Call during adjusted business hours to get set up. **Those hours are M – F from 9:00 – 3:00.**
- Tax forms will be available in our lobby.
- WIFI is accessible 24 hours a day from our parking lot or front entrance. Look for open source – Wickson.

We will try our best to help with reasonable requests that do not risk exposure to you or our staff. Please be patient as we navigate through this interesting time in our community.

Check our **website and Facebook page for updated information.**

We look forward to when we all see each other at the Library again.