



TOWN OF GRAY

Henry Pennell Municipal Complex
24 Main St, Gray Maine 04039
www.graymaine.org

OFFICE OF THE LIBRARY DIRECTOR

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CURBSIDE ONLY SERVICE BEGINNING JANUARY 14, 2022

Based on a marked increase in COVID-19 cases (doubling in Cumberland County in a single week), and to support the health and well being of our staff and patrons, the Gray Public Library will move to a curbside service only model beginning Friday, January 14th.

This means that our doors will be closed to the public, but we will make every effort to keep our resources available and our items circulating.

This is a temporary measure that we will reassess in two weeks. Once we are past the current surge, we will resume normal library operations.

Please review the frequently asked questions below so you may continue to get the most out of the Gray Public Library.

Can I still get materials?

Everything that could previously be checked out from the Gray Public Library is still available for circulation. So, all of the books, picture books, audiobooks, DVDs, Blu-rays, music CDs, video games (and everything else) are still available.

Is Minerva requesting still working?

Yes, we will continue to send and receive materials through Minerva's van delivery. You will still be able to request items from other libraries through our online catalog.

When is curbside pickup available?

You may pick up items during our normal hours of operation which are:

Tuesday 9:30AM to 7:00PM

Wednesday 9:30AM to 7:00PM

Thursday 9:30AM to 6:00PM

Friday 9:30AM to 5:00PM

Saturday 9:30AM to 3:00PM

How do I checkout materials?

To request an item, you may:

- i. Reserve items over the phone by calling 207-657-4110 extension*0 or
- ii. Emailing us at graylib@graymaine.org or
- iii. or using the online catalog (<https://minerva.maine.edu/search~S45>).

If the item you wish to borrow is checked out or not owned by the Gray Public Library, you can request it from another Minerva library. We will notify you when your items are ready for pickup – by email if we have one on file, or by phone if we do not have an email.

When you arrive at the library and give us a call at 207-657-4110 *0. If you do not have a cell phone, please tell us that when you are requesting materials and we can arrange a pickup time where we will know to expect you.

We will bring out a bag with your items on it and leave it on the cart by the book drop. You are all set to take your items – and please remember to practice social distancing while picking up your materials.

How long will my request take to get ready?

During this time, we will be pulling materials throughout the day. If the item is available, it should be ready for pickup within a few hours of the request. If the item is not available or coming through van delivery, it may take up to a week.

What if I don't know what I want?

Please give us a phone call or email during business hours, and the amazing staff will be happy to help you make some selections. Also check our website to see up-to-date lists of newly

arrived materials, staff suggestions, and other resources that help you get the right items in your hands.

How many items can I request at a time?

We are asking people limit their requests to 15 items per trip.

How long will borrowing periods be?

We are maintaining normal due dates. All items belonging to the Gray Public Library circulate for an initial 21-day period. If no one has placed a request on the item, it may be renewed twice at 21-days per renewal. Items requested through Minerva are due in 21-days, and if no one is waiting, may be renewed once for an additional 21-day period.

Apart from borrowing materials, are any other services still active?

Faxing and scanning services are available. Please call 207-657-4110 or email graylib@graymaine.org to arrange for this service. Scanning costs \$1.00 per job. Faxing is \$1.00 per page.

Printing services are still available. If you come to our parking lot, let us know you are looking to print by calling 207-657-4110, then emailing your document to graypubliclibraryprinting@gmail.com, we can print and deliver it to you. Printing costs \$0.25 per page (black and white only)

Are you still accepting donations?

We have suspended donations until at least the spring.

We look forward to seeing you again shortly. Please contact us at 657-4110 with any questions.