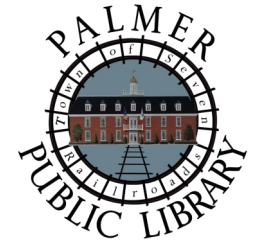


CORONAVIRUS CLOSURE FAQ



How long will the library be closed?

As of right now, we will be closed until *at least* April 6th, but it is very possible that closure may extend beyond that date.

What should I do with library materials that I have at home?

The book drops will remain closed until the library reopens, so please just hold onto your library materials for now. They do not need to be renewed. You can return them at your convenience when the library reopens, and we will not be charging any fines.

Can I pick up holds that I have requested?

Delivery service between libraries has been suspended, so it will not be possible to pick up holds at this time.

How can I access the internet?

The library's WiFi network extends into our parking lot, so please feel free to sit in your car and connect at any time.

How can I get in touch with a librarian?

If you have a question or would like to speak to a librarian, please email help@palmer.lib.ma.us or call us at 413-283-3330, then press 0 and dial extension 105. Most library staff will be staying home during the closure, so if you'd like to get in touch with a particular member of the staff, please email them directly.

Will the library still be offering programming, meeting spaces, or volunteer opportunities?

While we are closed, all library programming, meeting rooms bookings, and volunteer shifts are cancelled.

How can I learn more about coronavirus/COVID-19?

Please visit reputable sources of information, such as the Centers for Disease Control (www.cdc.gov) and the World Health Organization (www.who.int).