

Hagaman Memorial Library Frequently Asked Questions: General Service (REVISED 07/06/2021)

- *Is the library open?! What is your policy pertaining to face masks?*

We are glad to tell you that the library re-opened in early June! As of this revision, face masks are optional for **fully vaccinated patrons only**; face masks **are still required for unvaccinated patrons**, and it is strongly encouraged that unvaccinated children under the age of 12 wear a face mask in the building. (There are no face mask restrictions outdoors on library grounds.) The face mask policy will be held on the honor system, and we appreciate your compliance and cooperation in keeping others safe.

- *How can I register for a library card?*

To register for a library card, you must either live in East Haven or own property in East Haven. Now that the library has re-opened, you may stop in during business hours with your current ID and/or a piece of mail verifying your address, and the Circulation desk staff will be more than happy to register your library card. We also have on our website, hagamanlibrary.org, the option to register for a library card; with this method, you would fill in the prompts on the website, and a member of library staff will process your registration and mail you your new library card.

- *I've heard that I can log in at home and check on my library account. How do I do this?*

You would first head to our website, hagamanlibrary.org, and click "My Account" under the Catalog tab. If you are signing in for the first time, please call the library and explain the situation: for first-time sign ins, library staff will provide you with three automatically generated words to use for your password; after this, you can reset your password to whatever you would prefer. (Please see the next paragraph about how to reset your password). Once you log in, you will be able to see an account summary that includes when your library card will expire (library cards expire every three years, at which time we will review your information on file to confirm that it is still accurate), how many items you have currently checked out, whether you owe fines (and, if so, how much – though in consideration of the pandemic, we will not be collecting late fees for the time being), and you can even place holds on items through your account!

- *Before I ask about placing any item holds, can you tell me more about how to reset my password?*

Definitely! On the same sign-in page, underneath the link asking you to set up your password, there is a smaller link that asks, Forgot your password? That link will take you to a screen where you will either type in your library barcode number (located on the back of your library card) or, if you have set one, your online library account username. Once you submit this information, you will receive an email within a half hour with instructions and another link to follow to reset your password. If you have not received it within that time, we advise that you double-check your email's spam filter and add the library to your email Contacts list to avoid future missed emails from us. Please note that this is only an option if you have your current email address included on file with the library.

If you are uncertain as to what email address you have on your library record, or wish to update any information on your record, you may contact the library during our business hours at **203-468-3890**.

- *That all sounds great! How can I place an item hold on my account?*

To place a hold, you would type in either the title of the item that you seek, or the name of the author in last name, first name format. You can also search by subject (ex: historical fiction, dinosaurs, the Cold War) and further refine your search by item in the Format drop-down list. If the item is in our catalog, you can click on "Request Item" in the upper right-hand corner. From there, you will be brought to a confirmation screen that will display the pickup library, and your preferred method of being contacted once the item is available. You will then click "Submit."

If your item is not in our catalog, you will return to the top of the page and, in the "Library" drop-down list, you will scroll all the way to the top to select Bibliomation. Bibliomation is the name of the library consortium to which we belong, and this search will enable you to see what is available at every library that participates in our consortium. This is called an inter-library loan, and the steps to placing an inter-library loan are the same as above. There will be a short wait (we generally give a conservative estimate of about a week or two) until your item is delivered to the library, at which time we will contact you. All holds will be set aside for **six days** before your place is removed and the items are passed on to the next person on the waiting list – or, in the case of inter-library loan, sent back to their home libraries.

- *I don't know: that sounds a little intimidating. What are my other options?*

No problem: you may call the library during our business hours at **203-468-3890** and a member of the library staff will be more than happy to assist you over the phone in searching for items, placing item holds – inter-library or otherwise – and with any other inquiries! **Our hours of operation are the following:** Mondays, Fridays, and Saturdays (we are closed on Saturdays in the summertime), 10:00am – 5:00pm; Tuesday, Wednesday, and Thursday, 10:00am – 8:00pm.

- *The items that I want are available, so how do I come and get them? Also, where can I return items that I already have checked out?*

You may either come inside and return your items; or, if you are busy or we are closed, place your items to be returned in the outside book drop in the parking lot. The library is now open, and you may come in at any time we are open and ask the Circulation Desk staff for assistance.

For contactless curbside pickup, you will need to call the library at **203-468-3890** and let the library staff know either that you have items on hold to be picked up or what items you would like set aside for you, as well as provide to staff a general time of when you will arrive to the library so that we will have time to get your items together and to the curbside pickup area. A wooden cart will be set up in the foyer behind the back public entrance (also known as the Children's Room entrance.) Items will be checked out to you before you arrive and will be waiting for you on the table: you will look for your name, pick up your items, and be on your way.

If you do not see your items on the cart, please notify the Circulation Desk staff and request their assistance.

- *I need to use the computer, and I might need some help. How do I go about this?*

Patrons will only have available to them a one-hour session on the public library computers, with a maximum hour-long extension granted for important tasks such as studying for or taking an exam.

Ideally, we would request that patrons seeking to use the public access computers have a relative degree of computer and Internet literacy; however, equitable access to technology and the Internet is an integral part of library services, as it falls under the scope of free access to information and ideas, and the library's staff will do their best to assist you. Please note that we **strongly discourage** patrons from using the public computers for any kind of financial transaction; our staff will **not** assist patrons with these tasks.

Circulation Desk staff may be able to troubleshoot minor computer and Internet literacy questions, such as how to attach a file to an email. However, should the patron's question or needs surpass this, the Circulation Desk staff would then call upon the assistance of our Reference Staff. Reference Staff will work with the patron one-on-one, though it may be necessary for the patron to arrange with the Reference Staff another time for them to work together to complete the task the patron seeks to accomplish.

- *Does the library have a Wi-Fi network?*

The library's public Wi-Fi antennae provides coverage to the front of the library building facing Main Street, the sides, and the back parking lot areas of the building, as well as within the library building itself.

Connecting to the outside Wi-Fi is easy while on the library grounds or while studying within the building. There is not a limitation on session time by using the public Wi-Fi network outside and it is available for use 24-hours per day.

Per the Library Director: There are two outside WiFi Networks. One is the original Outside Wi-Fi installed network installed in July 2020 and this is installed through Bibliomation's network switch. This the "Hagaman Public WiFi." The second was just installed by Connecticut Education Network through a grant and operates through the Connecticut Education Network switch. It is "CT Public WiFi" network. So, there are two outside public WiFi networks available for access: "Hagaman Public WiFi" and "CT Public WiFi" and neither network requires a password to log into.

- *I seemed to have lost my library card: what do I do?*

Once you have realized that your library card is lost, please call us straightaway at **203-468-3890**. We will issue you a new library card, which you may come in to pick up (we will ask that you provide identification as to ensure that the replacement card is being given to its rightful patron!) or will be mailed to the address on record; we will confirm this before it is sent. Normally, the replacement fee charged by the library is \$2.00, payable by either cash or a check made out to the East Haven Public Library Inc. – this will be waived temporarily, as are late fees. We will also place a notification for staff on your record that states when your library card was reported missing, and that a replacement has been issued.

- *I have paperwork to fax/ pages to be copied. What do I do?*

Luckily, the library provides both printing and faxing services! You may visit at any time during our business hours to print and/or fax. **Printing fees** are .15 per page for black and white copies; .30 for legal sized copies; and .50 per page for color copies. If you need assistance printing or copying documents, please ask the Circulation Desk staff for assistance.

Faxing fees are \$1.50 for the first page, and \$1.00 for every subsequent page (for example, a three-page fax would cost the patron \$3.50) and the library offers a free, optional cover sheet. To fax, you would need to approach the Circulation Desk staff, as the library's fax machine is kept behind the Main Circulation counter. Please let the Circulation Desk staff know the fax number, how many pages you will need faxed, and, if applicable, whether your documents/any of your documents are double-sided. (Rest assured that the fax machine can send double-sided faxes.)

Please note that the library accepts **cash only for both printing and fax services, and exact change is preferred.**

- *I have some paperwork that needs to be notarized: can that be done at the library?*

Our Circulation Manager, Chris Hemingway, is also a Notary Public. It costs \$3.00 for documents to be notarized by Chris at the library; please contact Chris directly at chemingway@hagamanlibrary.org to arrange for notary services and to verify what documents are within Chris's purview to notarize.