

March 16, 2020

Dear Library Supporters,

The Library Director and Trustees have made the difficult decision to close the library building to the public as of 9:00 pm March 16. Staff will be available to return phone messages and to provide “curbside pickup” of requested materials from March 17 - 20. The Library will be closed March 21 – April 3, following the Governor’s Executive Order to close all K-12 schools. We have taken this step to support the health and safety of the community we serve.

While we must suspend our public services as a community gathering space and your source for information materials, the Library will continue to be present to the community through our online resources. Please explore all that we have to offer through our website. In addition:

- Between March 17-20, patrons will be able to request Merrimack-only materials via our online catalog and pick up new requests or current holds by utilizing “curbside pick up” during designated hours. Staff will contact patrons who have materials currently on our hold shelves to coordinate pick up times and make sure your materials are prepared.
- The Trustees voted to increase funding to our Hoopla service and monthly checkouts will be increased from 4 items per month to 6 per month.
- You DO NOT need to return the items that you currently have out to the library book drop. The Trustees voted to suspend the accrual of all overdue fines during this closure.
- Due dates for loan periods have been extended through a temporary implementation of our “auto-renewal” service. Please hold on to your items until we reopen.
- Access to our vast digital collections such as OverDrive/Libby, Cloud Library will not be affected by this closure.
- You can still register for a Merrimack Library card through our website and begin accessing our services immediately. Click on “Account Login” to begin.
- If you have questions regarding online services after March 20, please submit these questions via the Library’s Facebook page. Additionally, our Department Heads will have some access to work email through the closure.
- All meeting room reservations have been cancelled through April 30.

- All Passport Acceptance Facility services have been suspended through this closure.

The Library Trustees will reassess the situation on April 3 and determine a course of action at that time.

Current and reliable information regarding COVID-19 and the Town Statement can be found on the Town of Merrimack's Coronavirus (COVID-19) Information page, available at <https://www.merrimacknh.gov/home/news/coronavirus-covid-19-information>.

Thank you for your understanding. All of us at the Merrimack Public Library wish you health and peace during this time.

Yvette Couser
Library Director

Debra Covell
Chair, Library Board of Trustees