

# Outdoor Contactless Pickup FAQs

**During our closure due to COVID-19 we were only able to provide virtual and eservices.**

**Beginning on June 15th we will begin a “phased” reopening along with the other libraries in the county and Finger Lakes Library System. During this first phase we will offer outdoor contactless pickup of library materials that only the Tappan-Spaulling Memorial Library owns.**

**What are the hours for pick up?** Tuesday 4pm-8pm and Saturday 9am-1pm

**Is the library building open?** No, the library building will not be open to the public.

**Can we request items from other libraries within the Finger Lakes Library System?**

Interlibrary loans to our library are not available at this time until the Finger Lakes Library System determines it safe to provide them. If you find an item at another library, you can specify that as the pick up library, place the hold and pick it up there.

**How do I place an item on hold(or order an item)?**

You can access the online library catalog on our website [tsmlibrary.org](http://tsmlibrary.org), call the library at 607-642-9960 during open hours, or email [director@tsmlibrary.org](mailto:director@tsmlibrary.org).

**Where do I return materials?** All materials must be placed in the drop box. Do not hand them to staff. This is for your safety and that of our staff.

PLEASE NOTE: Materials checked out prior to the library closure in March, have a due date of July 6, 2020.

**What happens to the books I return?** For the safety of both our staff and patrons, we will follow current guidelines and all returned items will be quarantined for 72 hours before they are checked in and available for check out.

**Can I still access the library wi-fi?** Our wi-fi is always available 24/7 outside the library.

**Can I use a library computer?** Not at this time.

**Can I donate books?** Please do not bring donated items to the library. We are not accepting donations at this time.

**When will the library building be open?** We do not have a date yet for reopening our building, but we will be sure to inform everyone when in-house services will resume. Check our website or Facebook page for the latest information.