



## Rowan Public Library

www.rowanpubliclibrary.org

April 30, 2020

Dear Library Patron,

I hope this letter finds you well. The last seven weeks have been unlike any other. Providing the excellent library services you have come to expect from Rowan Public Library while maintaining a public space that keeps patrons and staff safe and healthy has been challenging.

RPL has made a number of temporary modifications to services and operations based on recommendations and directives from the State of North Carolina, Rowan County Government, Rowan County Health Department, and Center for Disease Control. These modifications have resulted in a decrease in the number of staff working on-site in library buildings.

Modified Operations as of April 29, 2020 are summarized below.

- **NEW Central Phone Number: 980-432-8670**
  - Call this number to speak with a librarian about any of your library needs
  - You can call your preferred branch directly but you may experience more busy signals or transfers to voicemail than normal
- **NEW Library Hours: 9 am to 6 pm, Monday – Friday**
  - All branches have the same hours
- **Library facilities are closed to the public**
  - New meeting room reservation applications are not being accepted
  - Existing meeting room reservations have been canceled through May 31
- **Telephone and email assistance is available Monday – Friday, 9 am to 6 pm**
  - 980-432-8670
  - info@rowancountync.gov
- **Free 24/7 Wi-Fi is still accessible from library parking lots**
- **Materials are still available for check out but only through Curbside Pick Up Service. This new service takes place outside library entrances with no contact permitted between staff and patrons.**
  - Curbside Pick Up Service is by appointment only on Tuesdays and Thursdays
  - Items must be placed on hold *in advance* using your online account or by calling 980-432-8670 or your branch of choice
  - In-person requests cannot be accommodated via curbside pick up
- **June 30, 2020 is the new due date for physical materials on loan/checked out after March 13**

HEADQUARTERS – 201 West Fisher Street • Salisbury, NC 28144 • 704-216-8228 • FAX 704-216-8237

EAST BRANCH – 110 Broad Street • P.O. Box 550 • Rockwell, NC 28138-0550 • 704-216-7838 • FAX 704-279-7832

FRANK T. TADLOCK SOUTH ROWAN REGIONAL LIBRARY – 920 Kimball Road • China Grove, NC 28023-9594 • 704-216-7727 • FAX 704-855-2449

Equal Opportunity Employer



- Patrons will receive notice when their hold request is being processed
- Digital Services are still accessible 24/7 through our webpage: [www.rowanpubliclibrary.org](http://www.rowanpubliclibrary.org)
- eBooks and eAudio materials are still accessible 24/7 via the Libby and Overdrive apps
- Overdue fines are temporarily suspended
- Materials can still be returned to any library location using designated book drops
- Delayed check-in of returned materials. Due to the decrease in on-site staff and precautions taken to prevent the spread of coronavirus, there is a delay in the check-in of returned items.
  - If you have returned items still showing on your account four (4) days after returning them, notify us at 980-432-8670
  - Are previously returned materials or fines on your account preventing you from checking out additional items? Call us at 980-432-8670 for assistance
- **Summer Reading will still happen!** Librarians are working hard to redesign this popular and important summer program series.
  - All programs will be virtual with storytimes, crafts, and activities for the whole family
  - Reading efforts will be logged online at [rowanpubliclibrary.readsquared.com](http://rowanpubliclibrary.readsquared.com)
  - For more information or to be added to the email list, call 980-432-8670

Please know that we miss having you in the library. We are still here to assist you with information needs and keep you supplied with reading materials. We appreciate your support and understanding as RPL works to keep its community and its staff safe.

Sincerely,



Melissa J. Oleen

Director

704-216-8233

[melissa.oleen@rowancountync.gov](mailto:melissa.oleen@rowancountync.gov)