

New Canaan Library

Library Update - 3/12/2020

New Canaan Library takes the health and safety of our community and staff very seriously. On the recommendation of the New Canaan Health Department, the Library has decided to close as of March 11 until further notice, to facilitate social distancing to slow the spread of COVID-19. We know this is an unprecedented time, and you have lots of questions about how this will work. Thank you for your patience as we work through this together as a community.

What do we do about our current checkouts?

The Library will forgive all late fines accrued during this time. Our outdoor returns drop is still open 24 hours, and you are welcome to return your materials there. Our staff will check in all items returned, waiving any fines accrued at that time. Did you know you can manage your account online? Visit newcanaanlibrary.org, select My Account, and you can renew your items remotely!

How can I contact you?

Our staff will be answering our phones and emails from Mondays through Fridays 9am - 5pm.

For the Information desk, call 203.594.5003 or email onlineref@newcanaanlibrary.org

For the Children's Room, call 203.594.5002 or email child@newcanaanlibrary.org

For Circulation, call 203.594.5057 or email circulation@newcanaanlibrary.org

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Can we borrow new items while you are closed?

Our [Digital Library](#) is always open! In addition, the Library will be fulfilling holds on items to be picked up by our members during this time. Place your holds through our [catalog](#), and when you receive an email, you may pick up your items in our temporary location between the sliding glass doors (by the parking lot entrance). Please limit your requests to 6 items per day. These items will already be checked out to your library card, so you will be able to enter the vestibule and take your items immediately.

The hours for this takeaway service begin tomorrow, Friday, March 13 and are as follows: Mondays through Fridays 9am-5pm, and Sundays from 1pm-3pm. Please wait until you receive your email to pick up your items. Please take care to limit your interactions in this space, and please do remain at home if you are unwell.

We are suspending inter-library loan at this time.

I don't have a Library Card! Can I get one?

Yes! Email us child@newcanaanlibrary.org at with the following information and we will create a card for you!

- a copy of photo identification and proof of New Canaan residency, such as driver's license, passport, or photo ID with an official document (such as a utility bill)
- Phone number
- Email address
- If card is for a minor (under 18 years old) please include parent/guardian information and library card number. Photo IDs are not required for minors.

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What are you doing about sanitizing the Library?

We are taking this time to deep clean the Library building. We are sanitizing covers of items we are putting out for holds, and those being returned. There is not yet consensus regarding how long the virus lives on surfaces, so we are taking extra care.

When will you reopen?

We do not yet know, but we will follow the school's schedule, and will continue to work with the Health Department to ensure best practices. Given that this situation is evolving, our services may be subject to change as well. We will continue to keep in touch with email updates, so please be sure to join our [email list](#), and check our [website](#) for current information.

