

As a precaution to help limit the spread of Coronavirus (COVID-19),
The Central Square Public Library is
closing on Wednesday, March 18, 2020 until further notice.

Answers to your Frequently Asked Questions (FAQs)

How will I know when you are open again or need to close longer?

Closure and re-opening information will be announced on our Library's Website, www.centralsquarelibrary.org, and Facebook Page as well as on all major local news stations.

I see cars in your parking lot, can someone let me in to checkout a book, etc.?

No. Although you may see vehicles in our parking lot, we will not be allowing any public into the building. Staff may be working on various projects while the Library is closed, but regular Library business is suspended.

Are there any library resources I can use while the Library is closed?

Yes! The Library provides a wide array of digital offerings, including e-books for borrowing on <https://northcountrylibraries.overdrive.com/>, research databases, and access to a multitude of online resources through <https://catalog.ncls.org/>.

Using Your Library Card Online

1. Go to <https://catalog.ncls.org>
2. Locate "Log in" at the top of the screen
3. Enter your Card# (the barcode number located on your library card)
4. Enter your Pin# (the last 4 digits of your phone number)

*Access E-Books, audiobooks, & magazines through **OverDrive**.

1. Go to <https://catalog.ncls.org>
2. Locate **OverDrive** at the right of the screen
3. Locate "sign in" at the top of the screen
4. Follow steps 3 and 4 (at left).



*Libby App or **OverDrive** App required

Will the Library still have programs?

No. For everyone's safety, programs, meetings, etc. have been cancelled until further notice.

Does the Library have WI-FI I can access?

Yes. Unsecured Wireless internet service, (csqpublic), will be available 24 hours a day 7 days a week in our parking lot. The password for our wireless connection will be removed until we reopen. If you have a VPN connection we recommend that you use it to ensure that your data remains secure and private.

NOTE: By using our WI-FI service you agree that neither NCLS nor Central Square Public Library will be held responsible for security of data transmitted on our WI-FI service.

What if my items are due? Will I accrue late fees?

The due dates for all checked-out circulating materials will be waived until 7 days after the Library reopens. Any fines or fees that occur during the closure period will be FORGIVEN. However, previously accrued fines that were on your account prior to Wednesday, March 18, 2020 will NOT be forgiven.

Do you still have 2019 State and Federal tax forms?

Yes. They will be available in the blue bin near the book drop.

Can I drop off my materials in the outdoor book drop?

Yes. The outdoor book drop will be open during this time period. Please try to bag your returns. This will help us keep up with the expected influx of returns once we reopen. All items are being disinfected upon return.

What if some of my holds are ready for pick up?

Holds that are listed as ready for pick-up will be held at the Library until we are able to process them once the Library reopens. Please disregard the pick-up-by-date listed in your account.

Why can't I place new holds through the catalog?

Staff are unable to process holds while we are closed. To avoid a backlog, North Country Library System is suspending holds on physical items at this time. However, you can still access and place holds on e-books and e-audiobooks through the OverDrive app.

Can I apply for a library card?

During our period of closure, new patrons are welcome to apply for a library card on the <https://catalog.ncls.org> website and gain access to an array of digital resources, including e-books, audiobooks, databases, and more. When we reopen, new applicants have 365 days to come into their local library to obtain and validate their physical library card.

My library card is about to expire or is expired.

Expired cards will not impact your ability to access electronic content at this time.

I have a question about my account. Is there anyone that can help me?

If you have any questions about your account or how to access digital resources please reach out to the North Country Library System HelpDesk Hotline. Click the icon on the <https://catalog.ncls.org> webpage to access this service.

Will you be accepting book donations?

No. The Library will not be accepting any book donations at this time. DO NOT LEAVE book donations near the doorways or in the book drop.

Can you help me find information about the Coronavirus (COVID-19)?

The Centers for Disease Control and Prevention (CDC) is the best resource to obtain accurate information regarding Coronavirus (COVID-19) and can be reached at www.cdc.gov.

The New York State Department of Health:

Novel Coronavirus (COVID-19) Hotline: 1-888-364-3065

<https://health.ny.gov/diseases/communicable/coronavirus/>.

Oswego County COVID-19 Hotline:

Please call [315-349-3330](tel:315-349-3330) for more information about the Coronavirus.

