

Bettendorf Public Library Guidelines

Library's Regular Hours of Operation: Monday - Thursday 9:00 a.m. – 9:00 p.m.,
Friday & Saturday 9:00 a.m. – 5:30 p.m., closed on Sunday
Questions: 563-344-4175

The Bettendorf Public Library will reopen to limited onsite public services beginning Monday, May 18, 2020 as authorized by Proclamation of the Governor of the State of Iowa. Until social distancing and group meeting size requirements issued by the State of Iowa and public health authorities return to regular levels, the Library will be open Monday - Saturday resuming regular hours of operation (closed Sundays), offering the following modified services.

*Until all QC Rivershare Consortium libraries reopen, some services may be available to Bettendorf cardholders only.

Circulation Services - New Card Registration/Renewal (online/phone only), No-contact Curbside Pickup Service (Reserve items online/phone only), Payments (online/phone only), Materials Return (Drive-up only)

- **Get a Card** - Want to check out items but don't have a library card? Apply for a Bettendorf Public Library card online @ www.bettendorflibrary.com or by phone at 563-344-4175.
- **No-contact Curbside Pick-up Service** - Available Monday - Thursday from 11:00 a.m. - 6:00 p.m., and Friday - Saturday from 11:00 a.m. - 4:00 p.m. Available to Bettendorf cardholders only until Rivershare Consortium lending resumes, June 15, 2020.
 - ✓ **Placing Holds** - Limit 10 hold requests per library card. Hold requests for this service do not include: kits, board games, puzzles, tablets, Playaway Views or Playaway Launchpads. Hold requests for items can be placed online, through the Library's website at www.bettendorflibrary.com. Click on *Library Account* to log in using a Bettendorf Public Library card. Patrons can also call the Bettendorf Public Library for personal assistance in reserving items at 563-344-4175.
 - ✓ **Pick-up Notification** - Once the patron receives notice the items are available for pickup, they may call the library between 11:00 a.m. and 6:00 p.m. on Monday - Thursday, or 11:00 a.m. - 4:00 p.m. on Friday - Saturday to schedule a time to pick-up materials. Patrons must schedule pick-up times in advance. Items will be available for pick-up on tables located outside the library building.
 - ✓ **Pick-up Location** - Walk-up materials pick-up stations will be set up at the northeast corner of the building near the 18th Street parking lot. Reserved items will be checked out to the patron's card, bagged, and available at the pick-up station at the scheduled pick-up time. Each bag will be marked with the first four letters of the patron's last name and last four digits of the patron's library card. Patrons will retrieve reserved items from the pick-up station by appointment only.
 - ✓ **Questions** - Information about No-Contact Curbside Pickup or any of the Library's services, can be obtained by calling the Bettendorf Public Library at 563-344-4175 or by email at info@bettendorflibrary.com.

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- **Due Dates, Payments and Returns** - Due dates on all materials have been extended until June 15, 2020, without fines. Payments for other patron charges or services may be paid by card, either online or by phone. Library materials may be returned through the drive-up automated return, only. Returned materials will not be accepted at curbside pick-up locations or inside the building until further notice.

Information and Youth Services - On-site Public Access Computers; Reference and Readers' Advisory (online or by phone only); Online Programs (only), Digital Materials, and Databases (online).

- **Reference, Readers' Advisory, and Census Assistance** - Assistance with Reference, Readers' Advisory and US Census application is available online or by phone (only) during regular hours of operation for Adult/Information Services at 563-344-4179, for Youth Services at 563-344-4178, or by email at info@bettendorflibrary.com.
- **Public Computer Area** - Public internet access computers and print stations are available for use with minimum 6 ft. separation for one (2 hr.) session per patron, per day. Patrons may reserve computer sessions one day in advance. *Until all QC Area Rivershare libraries reopen to the public, non-resident computer use may be limited and available by reservation only.
- **Library Programs** - Online public program schedules will continue to temporarily replace "live" in-person programs and activities until social distancing requirements support expansion of group meeting sizes in accordance with recommendations of public health officials. Online programs can be found on the library website at:
 - Youth: www.bettendorflibrary.com/youth-programs
 - Adult: www.bettendorflibrary.com/adult-programs
- ✓ **Youth Summer Reading Program** registration, activities, and performances will be recorded and available online according to regular schedules, as applicable.
- ✓ **Summer Concert Series** has been tentatively postponed until July 1, 2020 dependent on social distancing requirements and recommendations of public health officials.
- **Digital Collections and Online Databases** - A robust collection of digital materials, e-books, e-magazines, and music downloads can be accessed remotely at www.bettendorflibrary.com/digital-content

Temporarily Unavailable Services - On-site library collection areas, public meeting rooms, study rooms, outreach visits, public copier/fax, and notary services are temporarily unavailable to the public until further notice. *Physical library materials can be reserved in advance, online or by phone, for scheduled *No-contact Curbside Pick-up Service*.

All "live" on-site programs and activities are temporarily suspended until July 1, 2020, and will gradually resume in "phases", based on social distancing and meeting size requirements set by state and public health officials. *Recorded library programs can be accessed online.

Updates- Get the latest updates on available Library services at Library/City social media outlets and library website at www.bettendorflibrary.com.