

FOR IMMEDIATE RELEASE

Contact: Mary Sizemore 336.883.3694

EXPANDED SERVICES AND HOURS COMING TO HIGH POINT PUBLIC LIBRARY

HIGH POINT, N.C. (May 20, 2020) – The High Point Public Library will soon expand the hours for limited check-out services later into the evening and on Saturday mornings. During these hours, staff will also be available by phone to answer customer questions and to select a variety of materials for customers who don't have a specific title in mind.

Starting Tuesday, May 26, the Library's drive-through and telephone services will be offered Monday through Friday from 9 a.m. until 5:55 p.m. and on Saturdays from 9 a.m. until 12:55 p.m. To check out items, customers must first place materials on hold using the Library's online catalog (<http://hppl.tlcdelivers.com:8080/>) or by calling Library staff during our new hours at 336.883.3660.

Customers who are interested in certain kinds of items (e.g., mystery novels, action movies or vegetarian cookbooks) but don't know what specific items to request can also now use the phone to ask Library staff to "browse" for them. Staff will then place a variety of those kinds of items on hold for the customer.

Any items placed on hold will only be available for pick up when the customer has received a notification from the Library's automated system. However, all items can still be returned to the Library building's exterior book drops at any time of day.

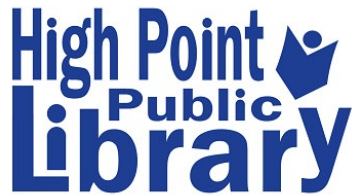
Due to continued concerns about COVID-19, the Library building and the Library's two satellite service locations—at Deep River Recreation Center and at the High Point Parks & Recreation office on Northpoint Ave.—will remain closed to the public at this time. The Library will continue to waive all overdue fines, and customers will not incur any penalties at this time for not returning materials; customers are, however, encouraged to return materials when able and safe to do so in order to fulfill holds for other customers.

Additionally, the Library continues to implement strict safety precautions to limit the possibility of exposing staff and customers to COVID-19, including storing all returned materials in containers for 72 hours before being checked in by staff. Customers who have been exposed to COVID-19 or who are experiencing symptoms of any illness are asked to keep their materials until they have been asymptomatic for more than 14 days.

Throughout North Carolina's COVID-19 stay-at-home order, the Library has continued to offer digital ebooks and e-audiobooks while providing assistance through email and social media. In addition to issuing new library cards, the Library has hosted virtual programs, maintained extensive entertainment and educational resource

336.883.3660

www.highpointpubliclibrary.com



guides, and implemented an urban hikes challenge that encourages healthy activity while maintaining effective social distancing.

For more information, contact Library Director Mary Sizemore at 336.883.3694 or mary.sizemore@highpointnc.gov.

The High Point Public Library is a department of the City of High Point and is located at 901 North Main Street. High Point Public Library is committed to nurturing the joy of reading, sharing the power of knowledge, strengthening the sense of community and enhancing economic and cultural vitality.

The City of High Point aims to serve as the catalyst for bringing together the community's human, economic and civic resources for the purpose of creating the single most livable, safe and prosperous community in America. For more information on the City, visit www.highpointnc.gov.

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