

Limited Reopening FAQ

Thayer Public Library (TPL) is reopening to the public with limited services beginning Monday, August 10, 2020.

What are your open hours?

TPL is easing back into service with temporary abbreviated hours. The Library is open:

Monday, Wednesday, Friday from 10:00 am – 4:00 pm

Can I pick out my own books and movies inside?

Yes. You can come in to the library to check out your holds or to browse our materials to select whatever you would like to check out.

How long can I stay?

We ask that you limit your visit to 30 minutes for browsing and selecting items to check out.

How many people can come with me?

We encourage one person per household whenever possible.

Where are my holds?

We've rearranged self-serve holds to encourage easy retrieval and flow of traffic. You'll find signage directing you to pick up your holds.

Is curbside pickup still available?

Yes, curbside service will be offered:

Tuesday & Thursday from 10:00 am – 12:00 pm

Will my library items be overdue because the library was closed?

All overdue fines have been suspended during the pandemic, however, we ask that you respect the due dates so that others can use materials.

Not available at this time:

- Meeting rooms
- Seating & Tables
- Café
- Reading Room
- Newspapers
- Toys
- In-library WiFi
- In-library programs

Where can I return materials?

Staff cannot take returns at the service desks. Please return all materials to the drop boxes on the side of the building near the parking lot doors before you enter the building. All items are placed in quarantine for 72 hours before being put back on shelves. You will not accrue fines during the time your returns spend in quarantine. Please allow 72 hours before your account will show your items as returned.

How do I return materials that won't fit in the book drop?

You may return oversized items to the bins located by the service desks on the Main Level and in the Children's Department.

Can I use a computer?

- Yes, you may have one 45-minute session per day.
- Only 2 public computers are available at this time. One person per computer.
- You can reserve an appointment by calling the Reference Desk at 781-848-0405 ext. 5
- Walk-Ins are allowed if a computer is available.
- When you arrive, please check in at the Reference Desk to be assigned a computer.

Which services are not returning right away?

All in-person events, play areas, meeting rooms, newspapers, in-library WiFi, Reading Room, Café, and other seating areas.

Can I still use library WiFi?

Please use WiFi outside of the library building.

Can I bring in my used book donations?

No, not at this time. All Friends of Thayer Public Library activities are suspended until further notice.

We are taking the following precautions to limit personal contact and follow social distancing guidelines per State and local guidelines:

- Limiting the number of patrons in our building based on square footage
- Reducing our hours to ensure staff have sufficient time for enhanced cleaning
- Reducing seating and asking patrons not to congregate
- Reducing the number of computers available for use
- Providing distance and traffic markers
- Requiring staff to wear masks
- Requiring all visitors over age 2 to wear masks that cover nose and mouth
- Using plexiglass shields at selected service points
- Quarantining returned library materials
- Increasing frequency of cleaning high-touch areas
- Providing hand-sanitizing stations and encouraging frequent hand washing

Please help us keep our staff and others safe by:

- Staying home if you're experiencing symptoms of any illness per order of the Massachusetts Department of Public Health
- Wearing a mask, which is required for all patrons over age 2, to cover your nose and mouth
- Washing or sanitizing your hands frequently. We're providing hand sanitizer and rest rooms for hand washing.
- Maintaining at least six feet of distance from staff and other patrons
- Respecting social distancing guidelines and keeping your visit short
- Following the instructions of library and security staff