

FOR IMMEDIATE RELEASE

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DRIVE-THROUGH ASSISTANCE OPENS AT HIGH POINT PUBLIC LIBRARY

HIGH POINT, N.C. (April 24, 2020) – The High Point Public Library will offer limited check-out and return services using the building’s drive-through window and “book drops.” Starting Monday, April 27, at 9 a.m., customers can return all checked-out materials to the building’s exterior book drops; starting Monday May 4, at 9 a.m., customers can also put materials on hold in advance, then pick those materials up at the drive-through window when they are available.

Though the Library building will remain closed to the public, the book drops will be open for returns 24 hours a day, while the drive-through check-out services will be available Monday through Friday from 9 a.m. to 4:45 p.m. The Library’s satellite service locations at Deep River Recreation Center and the High Point Parks & Recreation office on Northpoint Ave. will remain closed.

During this transitional service plan, the Library will implement the following safety precautions to further limit the possibility of exposing staff and customers to COVID-19:

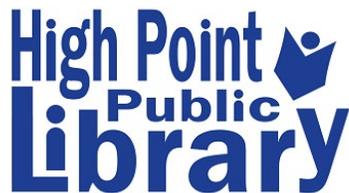
- All overdue fines will continue to be waived, and customers will not incur any penalties at this time for not returning materials. Any customers who have been exposed to COVID-19 or who are experiencing symptoms of any illness are asked to keep their materials until they have been asymptomatic for more than 14 days.
- All returned materials will be stored in containers for 72 hours before being checked-in by staff.
- Only three entrances to the Library’s parking lot will be open: the two entrances from N. Elm St. and the farther north entrance from N. Main St. (near Krispy Kreme); the entrance from N. Main St. that is closest to the Library building will be closed.

To use the Library’s limited check-out services, customers can place materials on hold beginning May 4 by using the Library’s online catalog (<http://hpl.tlcdelivers.com:8080/>) or by calling Library staff at 336.883.3660. Holds cannot be placed in-person using the drive-through, and materials will not be available for pick up until the customer has received a notification from the Library’s automated system.

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 25 new library cards, the Library has produced digital story times, family yoga classes and a choose-an-adventure puzzle game, distributed credible coronavirus fact sheets in 14 languages, maintained extensive entertainment and educational resource guides, and implemented an urban hikes challenge that encourages

336.883.3660

www.highpointpubliclibrary.com



healthy activity while maintaining effective social distancing. More than 14,000 physical items are currently checked out to Library customers.

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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