



TONGANOXIE PUBLIC LIBRARY

Frequently Asked Questions

Q. What are the Library's current operating hours?

A. The Library is open to receive your phone calls Monday through Friday 9-5pm and Saturday 9-1pm.

Q. What are the pick-up times for Curbside Services?

A. Monday-Friday 10-2pm; 5-7pm (No Weekends) **Please note these hours are subject to change as we continue to offer more services and comply with evolving government recommendations.

Q. How long in advance do I need to alert the Library to pick up an item?

A. Please give us 24 hours to have your item ready for you.

Q. How many items can I pick up using Curbside Service?

A. Currently, there is no maximum.

Q. Will I lose my HOLD items if I do not pick them up at my scheduled time?

A. No, please call back to reschedule a pick-up time. We will hold your materials for one week.

Q. Can I place a hold on materials from surrounding libraries?

A. No until June 1st, you will only be able to borrow from your home library since the courier service is not delivering items between the libraries.

Q. How do I return library materials?

A. You may return your library materials using the exterior book drop at our location. Please do not return items directly to staff as we are enacting a quarantine protocol for all returned items.



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Q. Can I wait until the Library fully opens to return my materials?

A. In response to COVID-19, the Library's goal is to continue to support our patrons through these difficult times. However, as we institute curbside checkout, other people could be waiting for the requested materials. To encourage patrons to return borrowed materials for the next person on the hold list, the normal return process will be implemented; 3 weeks for all materials except DVDs, which is 1 week.

Q. Are there any library resources I can use while branches are closed?

A. Yes. The Library provides a wide array of digital offerings, including e-books, audiobooks, magazines, and streaming movies, through our electronic resources on our new website at [tonganoxielibrary.org](https://nextkansas.org/cgi-bin/koha/opac-reserve.pl?biblionumber=1158102). Manage your account online – search the catalog, place holds, and renew items – at) <https://nextkansas.org/cgi-bin/koha/opac-reserve.pl?biblionumber=1158102>

We will continue doing virtual programming, so please continue to follow us on Facebook, Instagram, and Twitter!

Q. What is the Library's current safety precautions?

A. Any books and materials being returned are quarantined for 72 hours before being checked in and made available for checkout.

- Library staff has been ordered to wear masks their entire shift and gloves while handling all books and materials.
- All staff is required to wear a mask while in the facility, which includes bringing items to your vehicles during curbside pick-up.