

Vaughan Public Libraries (VPL) is pleased to announce that on September 8<sup>th</sup>, the following locations will reopen to the public:

**Bathurst Clark Resource Library**

**Civic Centre Resource Library**

**Pierre Berton Resource Library**

As part of reopening, you will notice many changes to the library environment, which have been put in place to safeguard the health of staff and customers. In accordance with York Region guidelines, you will need to wear a face mask within the library and physical distancing of two meters should be observed wherever possible. Signage within branches will help you with these requirements, as well as indicate the direction flow while moving around the branch. To accommodate physical distancing and adhere to provincial regulations, building capacity has been lowered and visits will be limited to no more than one hour in order to allow other customers the opportunity to enter. Anyone feeling unwell should refrain from visiting the library, but staff will be happy to work with a friend or family member to accommodate borrowing requests.

At this time, all other library branches remain closed, but this is being reviewed on a weekly basis, and customers will be informed of any developments. All in-person programming remains cancelled and will not resume until 2021. VPL continues to offer a wide range of programs for all ages on its website – [www.vaughanpl.info](http://www.vaughanpl.info). This site also provide access to the library's digital collection, which includes ebooks, audiobooks, movies and a wide range of databases for learning and fun.

*"We're incredibly proud to reopen our doors to the community. The sacrifices made by the residents of Vaughan have paid off and we can once again invite customers to our three biggest branches. Your safety remains our priority, and rest assured that we have taken every precaution necessary to protect your wellbeing and the integrity of your collection. This is an important step that allows us to further deliver on our mission to enrich, inspire and transform our communities".*

*Rose Savage, Vaughan Public Library Board Chair*

## **FREQUENTLY ASKED QUESTIONS**

### **What do I need to know before visiting?**

We are delighted to welcome you back to VPL. For your safety and the safety of others you will be required to wear a mask to gain entry to the library and sanitize you hands upon entry. Once inside you will need to observe physical distancing and all other safety precautions clearly identified by signage throughout the building. Please limit your visit to no more than one hour. If you need to pay for any services, please be advised that we have gone cashless, but debit and credit cards may be used. Access to some services may be limited and we have removed some seating in our libraries to ensure appropriate physical distancing.

### **Can I still look for items on the shelves?**

Please enjoy browsing and selecting from our extensive collections. While doing so, please follow the directional arrows on the floor.

**Can I still check out items?**

Yes. Please use our self-checkout machines when borrowing items. If you need assistance, a staff member will be happy to help you.

**How do I return items?**

Please use the external book drops to return your items. Internal slots and sorting machines are currently unavailable to customers so we can ensure items are properly quarantined. Materials will not be removed from your account for a minimum of 3 days.

**Are the items in the library safe?**

Yes, they certainly are safe. All items on our shelves have been quarantined for a minimum of 72 hours before returning to our collection. This timeline is based upon academic research and best practices adopted by the world's leading library systems. VPL has also implemented enhanced cleaning protocols with a special focus on high-touch surfaces.

**Do I need to lineup to enter?**

You may need to line-up to enter, but only if the library is currently at capacity. This is why customer visits are being limited to a maximum of one hour.

**Am I going to be screened at the door?**

We will not be screening customers at the door, but we do ask that you do not come to the library if you feel sick. If you believe you are exhibiting any symptoms of COVID-19, please contact York Region Health for further guidance.

**When are you open?**

Bathurst Clark Resource Library, Civic Centre Resource Library and Pierre Berton Resource Library will be open regular hours Monday – Thursday 9 am - 9 pm, Friday 9 am – 6 pm, Saturday and Sunday 9 am - 5 pm beginning Tuesday September 8, 2020.

**I don't feel comfortable entering the library – is there any way I can check out materials?**

Our staff will do their best to accommodate your request. If you have holds available for pick up we can help get those off the shelf for you. Please also remember that we continue to offer curbside pickup at all of our community branches (Ansley Grove, Dufferin Clark, Kleinburg, Maple, Pleasant Ridge, Vellore Village and Woodbridge).