



News Release

FOR IMMEDIATE RELEASE

CHARLOTTE MECKLENBURG LIBRARY TO RE-OPEN BOOK DROPS ON MAY 17, 2021

Library adjusts services to include Interlibrary Loan services

Charlotte, NC – May 14, 2021 – Charlotte Mecklenburg Library will re-open material book drops on Monday, May 17, 2021 at 9 a.m. at all Library locations to accept returns during and outside of normal operating hours, as well as expand its Level 2 services to include the Interlibrary Loan service (ILL). The ILL service allows customers to request items the Library doesn't carry from other libraries for loan and with a fee of \$2 per received item. Customers who originally submitted an ILL request between March 16, 2020-May 16, 2021, should resubmit their requests for processing. Requests for microfiche/microfilm remain suspended.

The Library will also eliminate the quarantine period for returned items, following guidance from the North Carolina Department of Health and Human Services. This means materials will move through holds faster for customers waiting "in line" for materials. Although the Library is eliminating the quarantine period for returned items, there is no need for customers to "clean" or disinfect Library materials.

The Library moved to Level 2 services in March 2021, which allowed customers to browse materials and use express computers at designated branches. At that time, the Library also increased the capacity of customers permitted inside each branch location. While all Library locations continue to offer programming, events and services for children, teens, adults, Outreach and the Job Help Center in online and virtual formats, branch hours of operation remain Monday–Thursday from 9 a.m.-8 p.m., and Friday and Saturday from 9 a.m.-5 p.m. More information can be found at <https://www.cmlibrary.org/blog/library-re-open-book-returns-and-expand-services-may-17-2021>

"Throughout the COVID-19 pandemic, we have worked to roll out Library services deliberately and safely, within guidance set by the County, the state and the CDC," said Caitlin Moen, Charlotte Mecklenburg Library chief customer officer/library director. "We are excited to adjust some of our current services, including re-opening book drops and resuming some high touch services, to better align with current guidance. The Library looks forward to continuing to expand services as we work to serve customers across our Charlotte Mecklenburg community."

Last September, the Library implemented social distancing and safety measures that included the installation of plexiglass safety shields at customer service points and the removal of leisure seating. Customers and staff are required to wear face masks or coverings as mandated by Governor Cooper and the state of North Carolina. Library staff continue to remind customers to abide by the Center for Disease Control's (CDC) 6-foot social distancing guidelines. The Library's re-opening plan works to provide a safe environment and can be found at <https://www.cmlibrary.org/library-reopening-plan>.

Customers can find information about exciting programs and events on the Library calendar at [cmlibrary.org/calendar](https://www.cmlibrary.org/calendar). The Library's online chat is available at [cmlibrary.org](https://www.cmlibrary.org) - click on the "Ask a Librarian" button; telephone reference is also available during normal operating hours at (704) 416-0101; or customers can contact a branch location directly. Visit [cmlibrary.org/branches](https://www.cmlibrary.org/branches) for more information.

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Photo caption: Charlotte Mecklenburg Library re-opens material book drops and adds interlibrary loan services May 17, 2021.



Expanded Services

- Return items to book drops.
- Request interlibrary loans.
- Continue to enjoy digital resources/online programs.

More info at cmlibrary.org

CHARLOTTE MECKLENBURG
LIBRARY

The graphic consists of a teal square at the top containing a white icon of a computer monitor. Below the monitor is a white plus sign. The bottom half of the graphic is an orange square containing a white icon of three books. To the left of the graphic is a horizontal bar composed of many small, colorful squares in various colors including red, yellow, green, blue, and purple.

About Charlotte Mecklenburg Library:

Charlotte Mecklenburg Library is one of America's leading urban public libraries, serving a community of more than one million citizens in Mecklenburg County, North Carolina. Through 20 locations, targeted outreach and online resources, the Library delivers exceptional services and programs, with a mission to improve lives and build a stronger community. For more, visit cmlibrary.org.

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Media resources:

Charlotte Mecklenburg Library newsroom: cmlibrary.org/library-news

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