

News Release

FOR IMMEDIATE RELEASE

CHARLOTTE MECKLENBURG LIBRARY MOVES INTO SECOND PHASE OF RE-OPENING ON SEPTEMBER 30, 2020

Library expands services to include browsing for materials and use of express computers

Charlotte, NC – September 28, 2020 – Charlotte Mecklenburg Library moves into the second phase of its re-opening plan on Wednesday, September 30, 2020 at 9 a.m. to expand services at all branch locations. Customer will be able to browse materials and use express computers at designated branches. The Library will also increase the number of customers allowed inside each branch location. The occupancy limits will be posted and vary by location. Library 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-expand-re-opening-services-september-30-2020>.

The Library is implementing additional social distancing and safety measures, including installed 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 will also remind customers to abide by the Center for Disease Control's (CDC) 6-foot social distancing guidelines.

"We know the community is eager to return to the Library, and we are committed to returning services to our customers and the community in a safe and responsible way. We are bringing back in-person services for browsing, as well as express computer use guided by the safety requirements as outlined by Mecklenburg County," said Caitlin Moen, Charlotte Mecklenburg Library chief customer officer/library director. "Customers should verify with their local branch location as to the services and capacity available, as these will vary depending on the size of the branch." The Library's phased re-opening plan works to provide a safe environment and can be found at <https://www.cmlibrary.org/library-reopening-plan>.

Here is what to expect during the second phase of re-opening:

- Staff and customers will wear face masks/coverings as required by the state of North Carolina.
- Managed maximum number of customers in a branch at a time.
- Use of social distancing safety markers.
- Ability to browse for materials.
- Option to use express computers (through in-branch reservation only) at branch locations EXCEPT Cornelius, Davidson and ImaginOn Libraries.
- Streamlined self-checkout designed for quick in-and-out and safe, socially-distanced interactions.
- Mobile printing is available for pickup from the branch.
- Materials and holds available for pickup inside the branches.
- All checkouts are self-checkouts. Customers can scan their card (physical or on the app) and the materials. No need to enter the pin.
- All material/book drops remain closed. Return materials and books to the designated bins located at branch locations only during open hours. Signs will direct customers to the proper bin where returned materials will begin the quarantine process.
- Fines and fees continue to be suspended.

- Programming continues online.

Materials and books will quarantine for 96 hours before they are checked in and could take up to a week to reflect on customer accounts. There is no need for customers to “clean” or disinfect Library materials.

During Phase 2, community and meeting rooms will not be available. Outreach programming will continue online, in virtual formats, and is coordinated between the Library Outreach team and the organization. All programming and events for children, teens, adults and the Job Help Center remain online in virtual formats and can be found through cmlibrary.org/calendar. The Library’s online chat is available at 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 for more information.

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Photo caption: Charlotte Mecklenburg Library moves into its second phase of re-opening operations on September 30, 2020



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

Social sharing:

Hashtags: #cmlibrary

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