



News Release

FOR IMMEDIATE RELEASE

CHARLOTTE MECKLENBURG LIBRARY ADJUSTS SERVICES BEGINNING JANUARY 15, 2021

Library services limited to grab and go pickups, returns and online programming

Charlotte, NC – January 14, 2021 – Charlotte Mecklenburg Library announced it will adjust services from January 15 – February 2, 2021, in compliance with the latest Mecklenburg County public health directive. During this reduced operations phase, the Library limits its services to “grab and go” pickups of holds and mobile printing, along with returns at all branch locations, while programming continues online. Library hours are Monday – Thursday 9 a.m. - 8 p.m. and Friday and Saturday 9 a.m. - 5 p.m. The Library is always open online at cmlibrary.org.

“The Library is taking the Mecklenburg County directive seriously and adjusting service levels in a responsible way that focuses on safety for our customers and our staff,” said Caitlin Moen, Charlotte Mecklenburg Library chief customer officer/library director. “We’ll continue to bring back in-person services as it is safe to do so and in a way that meets safety requirements as outlined by the State and the County.”

What to expect during the Library’s reduced service schedule:

- Customer holds will be available as “grab and go” at the front entrance of each branch. Materials can be reserved through the online catalog at cmlibrary.bibliocommons.com
- Customers should contact the branch by phone prior to pickup to schedule a time slot. Find your branch location at cmlibrary.org/branches
- Access to the online program calendar is available at cmlibrary.bibliocommons.com/events
- Mobile printing is available online at cmlibrary.org/mobile-print and can be picked up at the front entrance of the branch like holds.
- Staff will complete the check-out of materials for customers prior to placing them at the front entrance.
- Staff will wear face masks/coverings and protective equipment. Masks are optional for customers but encouraged.
- All material/book drops remain closed. Materials and books should be returned to the designated receptacles located at branch locations only during open hours. Signs will direct customers to the proper bin.
- Fines and fees are suspended.
- Facilities, restrooms and computers will not be open to the public.

All programming and events for children, teens, adults, Outreach and the Job Help Center have moved to online or virtual formats and can be found through cmlibrary.bibliocommons.com/events. The Library’s online chat is available at cmlibrary.org - click on the “Ask a Librarian” button at the bottom of the screen. Telephone reference is available during normal operating hours at 704.416.0101. Customers can contact a branch location directly - visit cmlibrary.org/branches for more information.

Materials and books will be quarantined for 24 hours before they are checked in. There is no need for customers to “clean” or disinfect Library materials.

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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:

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