



125 S. Prospect Avenue  
Elmhurst, IL 60126  
[elmhurstpubliclibrary.org](http://elmhurstpubliclibrary.org)

Dear Elmhurst Residents,

As an organization that exists to serve the community and takes great pride in seeing patrons in the Library using spaces, enjoying programs, and checking out materials, we are deeply saddened to be closed during this unprecedented time. We want to reassure the community that we will do what we can to provide services to you via online platforms. We also want to address the question of why we are not keeping the drive-up window open.

We made the difficult decision to close the Library, including our drive-up window, based on information given by health officials. Medical experts are currently saying that the COVID-19 virus may live up to 7 days on hard surfaces and possibly up to 2 days on soft surfaces. Circulating hard-surfaced materials like books and DVDs may be a risk for staff and the public. Also, based on usage statistics, we anticipate that if drive-up service was made available, the response from patrons requesting materials would be overwhelming and require staffing at a rate that is unsafe. It would not provide the social distancing that is required to contain this virus. Therefore, at this time, we are not providing drive-up service. We understand that this is not ideal and again, we regret that we are not able to provide materials for check-out. If information about the virus changes, we will reconsider this decision.

On a positive note, we have a lot to offer our community remotely. At this time, we encourage you to visit our website and take advantage of the robust library of online resources. With your Elmhurst Public Library card, you have access to a rich collection of online magazines, ebooks, audiobooks, movies, and music. There are also databases, which are essentially online reference books. Additionally, there are online crafting courses, music and art courses, and technology courses. This is a great time to check out the online collections that are available to you as an EPL card holder.

Staff continue to work from home. They are tasked with thinking of creative services that can be offered online. We hope to implement chat service, phone service, and online program presentations soon. Please check the Library website and social media often for updates about new online services. We appreciate your patience and support as we navigate this changing environment. There may be some trial and error.

Finally, thank you for being our patrons and for understanding that we are all in this together. We miss you and look forward to seeing you again soon! It is our hope that by doing what we are advised to do by public health officials, the Library will open sooner rather than later. We look forward to hearing that it is safe to resume operations as usual. When that happens, we will celebrate the ability to do the things we love to do: among them will be using our public library!

Be well,  
Mary Beth Harper, Library Director, and the Board of Trustees of the Elmhurst Public Library