



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

Dear Elmhurst Residents,

Many of you have asked about when the Library will reopen and when you will be able to access Library materials. We have a plan in place and will begin to offer materials to you as soon as next week. However, I do not know when the Library building will reopen; we are awaiting an opening date just like other businesses and institutions in Illinois. In the meantime, we are putting together detailed plans for the eventual reopening of the building so that when we get word, we will be ready.

As with so many other entities, we are faced with new challenges to consider when operating a large building that welcomes an average of 1,200 people per day. We also have to consider the flow of materials. Patrons don't only check materials out but they also return them, which means that all those items must be quarantined before they are handled by staff and re-shelved to go back out again.

This unprecedented time has required our creativity and flexibility. We are offering new services that fit this new environment. We want to serve you; it's the essence of our being. The information below outlines the phases for incrementally opening up more services. Please know, some of this may change based on what we may find out in the future. However, we will always be working to provide more to you each step of the way.

### **Phase 1: Curbside Pickup Service**

Curbside pickup service is now available to EPL patrons. Details about the service are on the website. -Patrons can fill out our EPL Media Takeout form online or call the Library and a staff member will fill out the form for you. Our trained selectors will pick out materials for you based on your preferences. Staff will then check out and bag the items for you before an allotted pick up time. The pickup service is contactless, for your safety and the safety of our staff.

### **Phase 2: Return Items, Pick Up Holds**

Patrons currently have 44,000 items checked out. We will begin accepting returns during designated times. When your items are returned, they will be quarantined for 72 hours before they are handled by staff. Rest assured, fines will not accrue on any items during this time. Additionally, you will be able to pick up items that you have placed on hold. Item pickup will also be contactless and require a scheduled pickup time.

### **Phase 3: Reopening the Library Building**

When the Governor tells us we can open, we will resume operations. We are working on a reservation system for attendance in anticipation of capacity limits. We are also planning social distancing procedures for patrons and staff which include, but are not limited to: moving furniture to promote distance, marking places where you will stand in lines within the building, regular cleaning schedules of shared equipment, personal protective equipment requirements for patrons, and protective shields at staffing stations.

We are thrilled to begin Phase One. We look forward to implementing the other phases and we are especially motivated by eventually seeing our patrons using the building again. We know that things will look and feel different for a while, but we also know that one day, we will be open for business as the “new” usual. Thanks for all your support during this difficult time. Thanks also for doing without—we know that you have not had access to all your usual Library favorite things. More service is coming and coming very soon – there is some light at the end of this tunnel!

Stay well,  
Mary Beth Harper, Library Director