Hello to our Valued Customers! We miss you and are excited to see you again – curbside from six feet away in our fashionable masks, gloves, and vests. While our buildings remain closed for now, we have created two new ways to serve you – a Curbside Pick-Up Service to pick up your holds, and a new YouTube channel to let you experience those library programs you’ve been missing!

In the meantime, we are working hard behind the scenes to prepare for Phase One of our reopening process. Safety is our top priority. We thank you for being so patient. Questions? Email us at Ask@LVCLLD.org.

PRE-OPENING PHASE – Begins May 16, 2020
Pick up your holds and return materials. Library buildings remain closed.

Behind-the-Scenes
- All library buildings are undergoing a deep cleaning.
- All surfaces have been treated with a hypoallergenic antimicrobial spray.
- A variety of materials and special signage have been put in place to create lines, keep areas separated, enforce social distancing, and protect our customers, staff, volunteers, and community partners.

Curbside Service Opens Up
- Click here for a list of participating branches and everything you need to know about this service.
- If you had holds waiting for you when we closed down, you will be able to pick them up by appointment. Just call your branch and they will help you.
- You can place new holds by going to LVCLLD.org or calling your branch. A librarian will answer the phone, help you with your materials request, and make an appointment for your pick-up.

Begin Returning Materials
- We have 308,364 items currently checked out. During this period, staff will not be able to accept hand-to-hand returns. All items must be returned through the outdoor book drop.
- To avoid an avalanche of returns, you may take your time the first few weeks that the book drops are reopened.
- All items will be quarantined for four days before they are checked-in.
- And remember, all fines have been waived!

Love Us on YouTube
- It’s true that our in-branch programs have been postponed through 12/31/20. But there’s a silver lining!
- Check out our new YouTube channel, where our talented staff are cooking up wondrous things to keep you and your family entertained and learning during this new normal.
- That’s learning for ALL ages: Storytimes, STEAM, arts, culture, crafts, and more.
- Just go to YouTube.com/TheLibraryDistrict and let the wild rumpus start.

We’re Here For You 24/7
- Browsing our website is like shopping at your favorite store... except it’s all free!
- We guarantee you’ll find something new (because we’re adding wonderful things all the time) and something for each member of the family (no matter how finicky).
- Need help or suggestions? Call a branch and ask a librarian for a guided tour.
- Continue to explore LVCLLD.org to stream and download our digital eBooks, audio books, magazines, newspapers, movies, music, TV shows, and online learning resources for all ages!
- Share your ideas and feedback with us about the website at feedback@lvclld.org.

Fingers Crossed...
- We miss helping you every day in person, and we know that you miss your in-person library experience. We thank you for your emails.
- Everyone’s health and safety is what matters most.
- We hope that we can reopen safely soon.

PHASE ONE – Building Access & Services are Available on a Limited Basis
Dates to be determined

PHASE TWO – Building Access & Services are Increased Gradually
Dates to be determined

PHASE THREE – Buildings Open Up to a “New Normal” for the Library You Know & Love
Dates to be determined.