



Updated F.A.Q.s December 31, 2020

Is the Calloway County Public Library Open?

As of January 4, 2021, CCPL will be open to the public for limited traffic and with modified hours. CCPL Hours have been modified to Monday through Friday, 9:00 am to 4:00 pm. CCPL will be CLOSED on Saturday and Sunday.

Why were CCPL Hours Modified?

CCPL temporarily reduced its hours because of the state-required staffing level, as well as to allow time for cleaning and restocking. We sincerely apologize for the inconvenience and limitations modified hours may cause. We hope to return to our regular operating schedule as restrictions are lifted.

Do I have to wear a mask when I visit?

Per Governor Andy Beshear's December 29, 2020 Executive Order masks/face coverings must be worn to enter and during the entire library visit.

(https://governor.ky.gov/attachments/20201229_Executive-Order_2020-1056_Face-Coverings.pdf).

ALL CCPL Staff are required to wear a mask and gloves while working. CCPL continues to follow Kentucky's Healthy at Work guidelines (<https://govstatus.egov.com/ky-healthy-at-work>).

What can I expect when I visit?

Per government guidelines, we are limited in the number of people who can be in the Library at one time. CCPL occupancy is limited to 15, excluding staff. This number includes all individuals, regardless of age. You may be asked to wait outside until others leave.

NO Food or Drink may be brought in by patrons at this time.

Families and Adults with children are welcome to visit the Library together. During library visits, all children not yet in High School must remain with a parent or adult at all times during the entire visit.

Please enter CCPL through the front entry doors. Side door entry will only be available to those who require an accessible entry. Patrons who require accessible entrance are encouraged to call (270) 753-2288 to let us know you have arrived and need entry.

Library Materials must be returned in the Drive-Thru Book Drop. Materials cannot be accepted inside the Library due to cleaning and quarantine guidelines.

Calloway County Public Library - 710 Main Street, Murray, KY 42071 - Phone: (270) 753-2288
Email: contactccpl@callowaycountylibrary.org - Website: callowaycountylibrary.org
Temporary Hours: Monday-Friday, 9:00AM-4:00PM; CLOSED Saturday & Sunday



Patron visits will be limited to one visit of one hour or less, per day. Our service model is currently “Grab and Go,” with no seating or study tables available for reading.

Resources and services that are not available at this time include newspapers and magazines, reference materials, Children’s Computers, Passport, and Inter-Library Loan Services.

Why are there limits on the public computers?

To practice social distancing, only four (4) public access computers will be available. Limited times are on computers to provide access to as many people as possible, given the fact that there are fewer computers available.

Each computer session will be limited to one (1) hour. Computer sessions cannot be extended. Staff will not be able to provide extended technology assistance, and they will not be able to touch patrons’ personal electronic devices. Each computer must be cleaned after each use.

Why can’t I stay as long as I want?

While we’d love people to stay, right now, we are trying to get as many people in the building as possible. To ensure fair and reasonable access to as many patrons as possible, our model of service is “Grab and Go.” Limiting the length of visits also allows CCPL to best comply with social distancing guidelines put in place by the Governor.

How are you keeping items and the building clean?

Since CCPL closed in early March, the CCPL has been cleaning and modifying its procedures to ensure a safe environment. CCPL is following Kentucky’s Healthy at Work guidelines (<https://govstatus.egov.com/ky-healthy-at-work>). Additionally, all returned library materials are being cleaned and quarantined per C.D.C. Guidelines before being returned to circulation.

Why are Public Restrooms & the Water Fountain unavailable?

The Public Restrooms and the water fountain are currently unavailable for patron use as an added safety measure for both CCPL patrons and staff. CCPL does not have custodial care available to assure that the restrooms and water fountain can be safely and efficiently cleaned as needed during operating hours.

How many items can I put on hold?

To ensure that everyone has an opportunity to get what they need, up to 25 holds can be placed online at a time.



How can I receive CCPL Materials & Resources if I don't feel comfortable entering the building?

Patrons who do not feel comfortable entering the building may place up to 25 holds via their online account and schedule CCPL Curbside Pickup. Patrons may also call CCPL for Curbside On Demand Service and request up to five items to be picked up within 30 minutes during CCPL business hours. Digital resources, including eBooks, streaming videos, audiobooks, may be downloaded from anywhere a patron has internet access. Visit <https://callowaycountylibrary.org> to learn more about CCPL's Curbside & Curbside On-Demand Services and Digital Resources.

CCPL Outreach Service, including S.O.S. (Short Term Outreach Service) is also available for patrons who may need Home Delivery. Learn more at <https://callowaycountylibrary.org/outreach-services/>.

Will CCPL be offering in-person programming?

Due to COVID-19 Meeting Restrictions as well as the need to use the CCPL Meeting Room as a Cleaning/Quarantine Station and Storage Area, in-person programming has been suspended until further notice. Information about virtual programs, including the 2020 Summer Reading Programs, can be found at callowaycountylibrary.org.

Can I use the meeting room?

Due to the need to use the CCPL Meeting Room as a Cleaning & Quarantine Station and Storage Area, CCPL will be unable to offer meeting room reservations for the foreseeable future.

I have a lot of books to donate. Can I bring them to CCPL?

CCPL sincerely appreciates all donations, but at this time, CCPL cannot safely accept nor store donated materials.

Additional Information

Please note that depending on directives from the Governor's office and/or local health officials, reopening plans could be adjusted at any time.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. According to the Center for Disease Control, senior citizens and those with underlying medical conditions are particularly vulnerable to COVID-19. Learn more about COVID-19 here: [Team Kentucky COVID-19 Page](#) [CDC COVID-19 Page](#)