Message from Karen Franklin, Director of Library Services, SDG Library

July 17, 2020

As Ontario has started to re-open, the SDG Library has worked within the provincial guidelines to also start to offer in person services again. Now, as we head into the peak of the summer, we are ready to open our doors at some of our branches for limited access.

We are re-opening SDG Library branches with great care for the public and for our staff. We have missed engaging in person with our communities. However, we want to ensure that we can safely offer public library services, so we will take whatever time is needed to re-introduce those services in a well-considered, phased-in approach.

Initially, our in branch services will be restricted to: self-service "holds" pick-ups at six branches (one in each local municipality we serve), in addition to our established curbside pick-up service at those locations; the ability to borrow items from our "Library of Things" collection, which includes a variety of musical instruments and our very popular WiFi "hotspots"; and, the resumption of basic general reference assistance, such as placing holds for patrons from lists submitted.

Later on, we will begin to offer access to Library computers (by appointment), our Book Club kits, and the ability to place inter-library loans. Remember too, that you can still use your own devices to access any branch's WiFi signal from outside and of course, our virtual programs and eLibrary resources are still available from home.

To ensure the safety of everyone using and working in the branches, we have put in place a number of safety measures including that anyone coming into a branch must wear a face mask, and technology help will not be available during the initial self-service pickup phase – instead, help continues to be available by phone or email. We also ask that families limit who comes into a branch to one adult, if possible.

We are happy to be welcoming you back into our branches and look forward to be able to add (safely) to the services we are providing.