



**SHOREWOODTROYLIBRARY.ORG**

SHOREWOOD-TROY  
Public Library

650 Deerwood Drive, Shorewood, IL | 815.725.1715



PRESS RELEASE: FOR IMMEDIATE RELEASE

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## SHOREWOOD-TROY LIBRARY'S UPDATED FAQ FOR CLOSURE DURING CORONAVIRUS

SHOREWOOD, IL - Shorewood-Troy Public Library has updated our FAQ for the library's closure during the coronavirus. To see the full FAQ including the original information released on March 14, 2020, please visit [shorewoodtroylibrary.org](http://shorewoodtroylibrary.org) and read through the full PDF on the home page.

1. No card? No problem! **NEW temporary library cards are available** to Shorewood-Troy Public Library District residents. Apply online at [shorewoodtroylibrary.org](http://shorewoodtroylibrary.org).
  - Click the Full Catalog icon in the center of our home page.
  - Once you're in the catalog, click on My Account
  - Then click My Record.
  - Next click the register now link (1st line) and complete the short form.
  - A staff member will contact you to confirm your new card within 24 hours.
  - Your card will be good for 60 days from date of issue.
  - You can then immediately access our digital collection through our main catalog and/or Overdrive, Hoopla and rb digital.
2. **All check outs have been extended through May 1.**
3. There are **NO fines** being charged for materials due during the closure.

4. **KEEP YOUR MATERIALS AT HOME UNTIL THE LIBRARY REOPENS**. If you must return items, please use the book drop on outside of the building to the left of the main doors.
5. Patrons now receive **20 Hoopla downloads** per card per month (during the closure). Hoopla also planned to release a free section of downloads on Monday, March 23. Patrons will be able to access these free downloads on the Hoopla site but will not be charged a download.
6. **Rb digital** offers instant reading or downloading of 100+ popular magazine titles for adults, teens and kids. There is no limit to how many magazines you can access and no due dates.
7. **Follow us on Facebook and Instagram** for activities and diversions. We are continuing to look for creative ways to offer programming online for all ages during the closure.
8. When searching for information related to COVID-19 and Coronavirus, the library would like to remind patrons there is a lot of fake news circulating. We have a button on our home page which links you directly to the **CDC page for Coronavirus** that includes any specific updates for Will County. We encourage patrons to use official, trusted sources for news.
9. **Stay well, friends**. We hope to see you again soon!

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(original FAQ released March 14, 2020)

To our valued patrons...

As of March 13, 2020, the Shorewood-Troy Public Library is closed until further notice out of an abundance of caution and in keeping with the Governor's orders to close Illinois schools. NOTE: There is no known case of COVID-19 connected to the library.

We will reopen when the Troy School District 30-C reopens.

During this closure, we will keep you informed and updated through our Facebook page, our Instagram and our website, shorewoodtroylibrary.org.

We will also update this FAQ document as needed, as this is a rapidly changing situation. We appreciate your patience. Please stay well and stay connected to us virtually. We will do our best to provide quality service to you online.

Please keep reading for important information on:

- Closing/Reopening Information
- Library as Polling Place
- Library Due Dates/Renewals/Fines etc. during Closure
- Digital Materials/Services Available to Patrons
- Free Internet to Low Income Families through Comcast
- Additional Coronavirus Resources

#### CLOSING INFORMATION

1. The Shorewood-Troy Public Library is closed until further notice. We will reopen when Troy School District 30-C reopens.
2. We will share news of our re-opening on Facebook, Instagram and our website, [shorewoodtroylibrary.org](http://shorewoodtroylibrary.org).
3. As of March 14, 2020, Fountaindale Public Library will be open regular hours March 14, 15 and 16 and then closed until further notice. You can use your library card to check out books there through Monday, March 16, 2020.  
<https://www.fountaindale.org/>
4. As of March 14, 2020, the Plainfield Public Library is open March 14 and 16 (closed on Sundays) and then closed until further notice. You can use your library card to check out books there through Monday, March 16, 2020.  
<https://plainfieldpubliclibrary.org/>
5. The Joliet Public Library will be offering limited service during this crisis. Please see their website for details. [https://www.jolietlibrary.org/en/COVID-](https://www.jolietlibrary.org/en/COVID-19)

## LIBRARY AS POLLING PLACE ON MARCH 17

6. The Shorewood-Troy Public Library will be OPEN as a POLLING LOCATION on Tuesday, March 17, 2020, during regular polling hours, 6AM-7PM. There will only be access to the polling booths in Meeting Room A. There will be no other access to library facilities.

## LIBRARY DUE DATES/FINES/ETC.

7. All fines WILL BE WAIVED while the library is closed.
8. Patrons can still return materials to our parking lot book drop during the closure. You will not be fined for overdue materials during the closure period, March 13-??
9. All library cards due to expire in the next month have been automatically renewed so that patrons can continue to access digital services without interruption.
10. All materials currently checked out have been or will be automatically renewed.
11. Patrons can continue to place holds online through the catalog; however, holds will not be pulled until we reopen. They will be waiting for you on the holds shelf when we reopen.

## DIGITAL MATERIALS/SERVICES

12. Beginning Monday, March 16, the library will begin posting additional resources and promotions for all of the digital resources available to patrons including **hoopla, Overdrive/Libby and rbdigital** (magazines). Please follow our Facebook page for details.

13. Currently, with **hoopla** patrons have 4 downloads per month. We are working with our hoopla rep to try to increase that number during this closure. We will update you via social media and our website if that happens.

#### FREE INTERNET FOR LOW INCOME FAMILIES

14. During this National Emergency, Comcast is making their \$9.95 Internet Only service available to low income families for FREE for 60 days to improve widespread communications, accommodate students needing to complete e-learning or adults who must telecommute. They are also increasing connectivity speeds nationwide.

Please see Comcast's website for details:

<https://corporate.comcast.com/press/releases/internet-essentials-low-income-broadband-coronavirus-pandemic>

#### ADDITIONAL RESOURCES

15. For the latest official information on the coronavirus, please visit the following websites:

- a. <http://www.shorewoodtroylibrary.org/covid-19-information.php>
- b. <http://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus>
- c. <https://willcountyhealth.org/coronavirus-information/>

16. Illinois Department of Public Health: 800 889-3931

#### ABOUT SHOREWOOD-TROY PUBLIC LIBRARY

The Shorewood-Troy Public Library District's mission is to support the development of independent and empowered members of the community by providing open access to informational, educational and cultural resources.

## The library

- Supports lifelong learning for personal development and discovery
- Provides free and easy access to print and digital materials and resources, along with equipment, facilities for public use and friendly knowledgeable staff
- Builds community in a warm and welcoming space
- Promotes the enjoyment of reading by offering a wide variety of materials, both recent and classic

More information on library resources and programming can be found at [shorewoodtroylibrary.org](http://shorewoodtroylibrary.org)