1. **When is the library reopening?**
   We have no set reopening date at this time. Please refer to our website and Facebook page for updates on opening.

2. **Why isn’t the library reopening?**
   For the health and safety of our staff and patrons, we are adhering to the group size limit outlined in the Restore Illinois Plan, and due to the limited amount of people allowed to gather in Phase 3, we feel that the best course of action is to keep the building closed to the public.

3. **I put something on hold in February and still don’t have it – when can I expect it?**
   We hope soon, but we don’t know! Since our holds system has been shut off and delivery services suspended, lots of our patrons are waiting for a lot of items. If our staff can assist you in looking for the item in an electronic version, please let us know. Otherwise, we will let you know as soon as your item becomes available!

4. **Why can I only check out 10 items per library card at a time?**
   At this time, our patrons are only able to check out our items, and with the 72 hour quarantine and extended check outs, we want to make sure everyone has a chance to get the materials they want. There is no limit to how often you can return items and utilize our curbside pick up service, however.

5. **Why are my holds taking so long to be filled?**
   We apologize for the wait – we are currently limited to only checking out the items owned by our library, and items out of quarantine. Please let us know how we can help you find something available now that might meet your needs until your desired item is available.

6. **Why can we only check out items from the Charleston Carnegie Public Library?**
   Our library system, IHLS, provides delivery services to a large portion of Illinois libraries, which makes sharing across the distances possible. Until IHLS has definitive direction in handling and delivering items, they do not plan on resuming delivery services.

7. **I returned items several days ago – why are they still on my account?**
   Current recommendations from our health department are to quarantine all returned items for 72 hours before we can check them in. Until we hear differently, we are following this instruction in the interest of patron and staff safety. Late fees will be waived.