



FAQ

- **What should I do with the loans I have?**

Please hold on to any library materials you have until the library reopens. The due dates for all library checkouts, except lost items, will be extended to June 4. No fines will accrue while the library is closed.

- **What will happen to my holds?**

If your hold was available at the library when we closed, the pickup date has been extended to May 15. This will give you a chance to pick up your hold when the library reopens.

- **Can I still place holds while the library is closed?**

You can still place holds and keep your place in the holds queue. However at this time all SAILS public libraries are closed and the statewide delivery service is suspended. No holds will be filled until libraries reopen and delivery is restored.

- **What if my card is expired?**

If your SAILS card was set to expire in March or April, you can continue using your card through July 1 so that you can access these online resources. If you are still unable to access resources due to an expired card, please contact us by email or by using the form on our website to see if it can be extended.

- **What if I don't have a card?**

You can easily [sign up for a card online](#). During this period, your online card will be good for 60 days. With an online card you can: place up to five holds, access online magazines & newspapers, and download Overdrive books, magazines, and audiobooks.

- **What's my PIN?**

Usually the last four digits of your phone number. If this doesn't work, please contact the library by email or by using the form on our website.

- **How can I reach you?**

The easiest way to reach us is by email or using the form on our website. The library staff is working daily and will get back to you ASAP.