



## **FREQUENTLY ASKED QUESTIONS ABOUT THE BRANCH CLOSURES**

### **What is the BranchVan?**

The Berkeley Public Library BranchVan is a custom designed vehicle outfitted with shelving for materials and staffed by library employees to answer questions about services, check out materials and assist with questions. The BranchVan will be available to patrons in their neighborhoods while their branches are closed for improvements.

### **What services will the BranchVan provide?**

It will provide you – our branch patrons – substitute services for your basic library needs: picking-up and checking-out of holds, returning borrowed library materials and friendly staff who will provide assistance. We heard your concerns about traveling to other branch locations to pick up holds and return materials so we are responding to your feedback by providing these core services to the neighborhoods.

### **Can I still place holds on materials and pick them up when my branch is closed?**

Yes! We will continue business as usual for hold items. Holds may be placed for pick up at any of the open branches, at the Central Library and the BranchVan. You may return your materials to these locations as well. Please note that fines and fees cannot be paid at the BranchVan. You must visit one of the open locations in order to pay fines and fees or you may pay online from the convenience of your home.

### **What if I have something checked out from the library and it closes before I can return it?**

You may return your materials at any of the other three open libraries or the BranchVan. Library hours and locations are available at <http://berkeleypubliclibrary.org> and are listed in the closure brochure. Please do not leave your checked out materials outside of the branch or on the doorsteps, they may be damaged or lost. Book drops and return bins will not be accessible at branches after they have closed for construction.

### **If I miss my BranchVan stop, can I return my materials at another stop or at the library?**

Yes, you can. However, overdue fines begin to accrue the day after the due date. To avoid fines, please renew your materials online at <http://berkeleypubliclibrary.org> or call the library at (510) 981-6100. Items cannot be renewed if someone else has a hold on them or if they have been renewed the maximum number of times already.

### **Where will the BranchVan stop?**

The library staff has made arrangements for designated stops in the neighborhoods surrounding the closed libraries. The North Branch service stop will be located at

the Live Oak Community Center 1299 Shattuck Avenue at Berryman Street and the Claremont Branch service stop will be located on Garber Street at College Avenue, near St John's Presbyterian Church. You also may see the BranchVan at schools, parks, senior centers and other locations in the neighborhood to promote this temporary service before the branches close for improvements.

### **How can I get a copy of the BranchVan schedule?**

BranchVan schedules may be found on the Library's website and in closure services brochures available at all library locations. The BranchVan will operate Monday through Saturday.

### **Do I need a special library card to use the BranchVan?**

All you need is your Berkeley Public Library card.

### **What will happen to the materials in the branch when it closes?**

The library will box up and safely store the branch collections except for the movies and audio books which will continue to circulate.

### **What if I have something on hold at the branch and it closes before I can pick it up?**

The Library is exploring the best approach for dealing with any holds that may still be at the branch at time of closure. As we near closure we will have more information available.

### **What if I want to contact a staff person at my home branch or have a question about the construction?**

Please call (510) 981-6100 for general library questions and (510) 981-6195 for project information and staff will be glad to assist you.

### **Will there still be a Summer Reading Program and storytimes?**

Yes! We will still have a Summer Reading Program and storytimes at our open branches and Central Library. Storytimes in the North Branch and Claremont Branch neighborhoods will take place in the following temporary locations: Live Oak Community Center and St. John's Presbyterian Church. Please check the closure brochure for times or call the Children's Department at (510) 981-6223 for more information.

### **Can I still donate items?**

Yes. Please drop off donated materials at the Friends of the Berkeley Public Library Sather Gate Mall store (510) 841-5604 or Central Library store (510) 981-6211. Please do not leave donations at closed branches.