

- Why aren't bathrooms available?
 - Sector guidelines for public libraries require that bathrooms must be "cleaned multiple times a day and hourly during busy times." Although the library is cleaned daily by a custodial service, the Scranton Library does not employ fulltime custodial staff who would be able to clean our facility throughout the day. Therefore, in order to re-open the library in compliance with the Governor's sector guidelines bathrooms must remain closed at this time.
- Why isn't computer help available?
 - In order to maintain 6 feet of distance at all times, staff are not able to stand closer than 6 feet to a patron while they're using the computer or touch any computer while it's in use. We will offer as much computer assistance as possible from 6 feet away, but this will unfortunately limit our ability to help with very many computer issues at this time.
- Why aren't seating areas and meeting rooms available?
 - Sector guidelines for public libraries require routine cleaning of frequently-touched equipment and shared surfaces throughout the library. Although the library is cleaned daily by a custodial service, Scranton Library does not employ fulltime custodial staff who would be able to clean our facility throughout the day. In addition, Scranton Library must ensure that a consistent supply of required and specific COVID cleaning supplies be made available to visitors at shared equipment, e.g., computers, copiers, self-checkout machines, and commonly used surfaces such as tables and chairs. Due to the current difficulty in acquiring these specific supplies the library is working to limit the number of high-touch surfaces such as seating areas, meeting rooms, and study rooms. We will make more areas of the library available as soon as possible.
- Can I come to the library/send my child to the library to study?
 - Due to social distancing guidelines and other limitations, we have very few computers available and no additional seating, so inside the library is not currently a good place to sit and study or participate in virtual learning. However, we do invite you to use our free WiFi from our garden area, our patio, and our parking lot. We look forward to offering quiet study spaces as soon as possible for all of Madison's students and lifelong learners.
- Can I bring my laptop to the library to print or use the WiFi?
 - Yes, you're welcome to bring your laptop with you to use during your library appointment. Please be advised there is currently no seating available for the reasons noted above, however there is a counter near the public computer area than can be used and both our WiFi and wireless printing are available.
- I parked in the library's new parking lot, why do I have to walk to the Boston Post Rd. door to check-in for my appointment?
 - In accordance with the Governor's guidelines we have designated one door as an entrance and one door as an exit, in order to create a one-way flow of traffic. The Boston Post Rd. door was chosen as the entrance to avoid congestion at the parking lot door where library users arrive to pick up materials through our Take-Out & Delivery service. Additionally, this will mean you are closer to your car when you leave the library carrying a large stack of books!