Library to offer Limited Services inside most locations starting Monday, Aug. 10
Curbside Pickup remains available

COLUMBUS—Columbus Metropolitan Library (CML) will open most of its locations for Limited Services starting Monday, Aug. 10. CML’s Gahanna, Hilliard and Whetstone branches will open later in August, while its South High Branch remains closed for construction.

Curbside Pickup will remain available at all open locations for customers who prefer to use it to pick up their items.

With LIMITED SERVICES, customers can enter the building to:
- Use a computer (50-minute limit)
- Print, copy, scan and fax
- Pick up items
- Return items
- Get Grab & Go Books

All customers age 2 and older are required to wear a face covering. Customers will not be able to browse CML’s collection, but library staff will be available to help find books and other materials for customers and their families. Learn more about Limited Services and Curbside Pickup here.

Starting, Monday, Aug. 17, CML will offer Job Help services at its Franklinton and Hilltop branches. With Job Help, customers can get personalized job search help, technology skills training and information about how to connect with local resources and the state unemployment office. CML hopes to expand this service to additional locations in the coming weeks.

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CML will continue to follow guidelines provided by local, county and state health officials and the Centers for Disease Control and Prevention (CDC).

Digital library resources remain available 24/7 at columbuslibrary.org, including eBooks, eAudiobooks, magazines, movies and music, plus research and learning tools.

CML has many channels for customers to connect with staff, including:

- **Live Chat**: CML’s live chat feature is a convenient way to get help Monday through Thursday from 9 a.m.-7 p.m., Friday and Saturday from 9 a.m.-6 p.m. and Sunday from 1-5 p.m.
- **Phone Lines**: CML has reopened its phone lines at 614-645-2275 so customers can reach staff members to get the help they need Monday through Saturday from 9 a.m.-6 p.m.
- **Reserve an Expert**: Customers can schedule a one-on-one, virtual appointment with a librarian to get help with genealogy, local history, business information, searching for a job or downloading digital content. Customers can also book an online, one-on-one appointment with the Legal Advice Clinic for brief legal questions.

The safety of customers and staff is a priority for the library. Follow CML on social media (Facebook, Twitter) and check columbuslibrary.org for updates. Additional changes in operation will be shared as this rapidly evolving public health situation continues to unfold.

CML is grateful to its customers, friends, colleagues and supporters who have expressed their concern and understanding during this uncertain time.

*Columbus Metropolitan Library has served the people of Franklin County, Ohio since 1873. With its Main Library and 22 branches, CML is well known for signature services and programs like Homework Help, Reading Buddies, Summer Reading Challenge and Ready for Kindergarten. The library’s Strategic Plan supports the vision of “a thriving community where wisdom prevails,” which positions CML to respond to areas of urgent need: kids unprepared for kindergarten, third grade reading proficiency, high school graduation, college and career readiness and employment resources.*

*CML was named a 2011 National Medal Winner by the Institute for Museum and Library Services for work in community service, the highest honor for libraries and museums. CML was also named 2010 Library of the Year by Library Journal.*