

PRESS RELEASE

Monday, Aug. 24, 2020

CONTACTS:

Gregg Dodd, Marketing Director
Columbus Metropolitan Library
(614) 849-1043 office, (614) 205-7816 cell
gdodd@columbuslibrary.org
columbuslibrary.org

Ben Zenitsky, Marketing & Communications Specialist
Columbus Metropolitan Library
(614) 849-1045 office, (614) 315-3766 cell
bzenitsky@columbuslibrary.org
columbuslibrary.org

Library unveils new School Help page with online homework and reading resources for students

Students can get live help weekdays from 9 a.m.-11 p.m.

COLUMBUS—Columbus Metropolitan Library (CML) has unveiled a new [School Help](#) webpage, where K-12 students can get help with homework and reading.

CML's new [School Help](#) webpage features:

- **Online K-12 Homework Help**, with staff ready to answer homework questions and help with reading practice via text, chat and phone Monday through Friday 9 a.m.-5 p.m.
- **Video tutorials** with step-by-step instructions on how to use key homework tools.
- [HelpNow](#), a resource that offers 24-hour access to study tools and test preparation, plus online tutors available every day from 2-11 p.m.
- Links to school district and library resources.

“While we regret that our Homework Help and Reading Buddies programs can’t be offered in person at this time due to the pandemic, we know that students and families need our support more than ever before,” said CML Public Services Director Kathy Shahbodaghi. “Whatever shape this school year takes, we want families to know we’re here to help.”

All 23 CML locations are open for [Curbside Pickup](#) and nearly all are open for [Limited Services](#). All customers age 5 and older are required to wear a face covering while inside CML buildings. Customers are not able to browse CML’s collection, but library staff are available to help find books and other materials for customers and their families.

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

--More--

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 Thursday from 9 a.m.-7 p.m., Friday & Saturday from 9 a.m.-6 p.m. and Sunday from 1-5 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.



SCHOOL HELP

We're here
for you with
**Online K-12
Homework Help.**

 COLUMBUS METROPOLITAN LIBRARY

Visit columbuslibrary.org/school-help for details.

--More--

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.

--30--