

Frequently Asked Questions

When will you move? When will you re-open?

We do not have exact dates yet, but it will probably be mid or late November into December.

Why do you have to close for so long?

The building is not only new to the community, but new to our staff. Part of our closure will be used to train staff on the new space and new technology.

What services will be available during the closure?

Highland Library will not be operating except as a drop-off point for returns at our drop box.

Once we close: if you wish to obtain a book during this time, please have it sent to another library that is convenient to you, such as the Clintondale Branch, or other local library for pickup. When you place a hold online, you may choose a library other than Highland for pick up location. Otherwise, all books that are coming from other libraries will be available for pickup once we open.

How can the community help?

We are so grateful for all the offers of volunteer help during the move. We will use library staff and a professional moving company to do the move, and do not anticipate needing community volunteers. However, we do need your help in other ways:

- You can help us spread the word! Tell your neighbors, friends, and family that we're closed, and check our website and FB for updates.
- You can be patient during this time of delay and transition. While we are working on a move that is efficient, timely, and smooth, we know that there will be unforeseen issues and problems that occur. Please bear with us and know that we are working to get your library up and running as soon as possible.
- We may need help with other projects through the Friends of the Library, so stayed tuned!

What if I need to contact the library while you are closed?

Our phones will be down for a short while during the move, but we anticipate getting them online quickly to receive messages. Please be patient as we attempt to get back to you. You can always call another library if you need help getting a specific item delivered to another library while we are closed. Finally, you can email staff via our website, www.highlandlibrary.org/contact

Thank you for your continued support and enthusiasm!