



NIAGARA FALLS PUBLIC LIBRARY

4848 Victoria Avenue, Niagara Falls, ON L2E 4C5 | 905 356 8080

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Next steps at the Niagara Falls Public Library

Niagara Falls, ON: The Niagara Falls Public Library is excited to announce the next phase in our return to service!

Starting on August 10th, we will continue to offer Curbside Pick Up service at the Victoria Avenue Library, but are adding Take & Go pick up service of library materials at the Community Centre Library on Mondays, Wednesdays and Fridays from 10 am - 4 pm and at the Stamford Centre and Chippawa Libraries on Wednesday from 4 pm - 7 pm and Saturdays from 11 am - 3 pm. Customers who frequent the Niagara Falls Farmer's Market on Saturday mornings at the MacBain Community Centre from 7 am - 1 pm can also choose the Market as a Take & Go pick up spot.

"Take & Go Service is a bit different from Curbside Pick Up." says Customer Service Manager Susan DiBattista. "Take & Go gives a flexible option to customers as it does not require an appointment and is available on an evening and Saturdays. The difference is that customers will walk up to the Library and wait while the staff bring their reserved items to them."

Also coming in August is Print Pick Up, and computer access by appointment. Print Pick Up enables customers to print hard copies of computer documents by submitting files through the library's website, and then picking them up through Curbside Pick Up or Take & Go Services. Computer access will be by appointment, with safety measures such as disinfecting of workstations between customers.

While libraries throughout the Region are at varying stages of reopening, depending on their support in place and their scale and capacity, businesses and organizations are only encouraged to move into Stage 3 when they can confidently and safely offer the delivery of programs and services.

"At this point in time the Niagara Falls Public Library is not ready to safely enter Stage 3." says Alicia Subnaik Kilgour, CEO. The Library is working hard with Public Health, and our Community Partners to implement and expand services to the community while honouring the Government Framework and our Reopening Plan in place. "We are committed to expanding our service model to include additional Library services when we can confidently ensure the health and safety of our staff, customers and the community." says Kilgour.

"While we continue to get ready, we are examining our traditional services closely and finding ways to bring the key services we know our community needs to them in ways that keeps both staff and the



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community safe.” says Kilgour. “Expansion of materials pick up, along with the addition of printing pick up and computer service by appointment is the next step in that goal.”

Library Service available now:

- Curbside Pick Up for the delivery of physical materials
- Online resources available 24/7 for a wealth of books, movies, music, magazines, and more
- Virtual programs! From storytimes to paint lessons and more, check our Online Event calendar on our website for what’s coming up or our YouTube channel for past videos.
- Visiting Library Service to homebound individuals and Seniors resumes
- WiFi is on at all our locations for your access and convenience

New! As of August 10th:

- Take & Go Pick Up service at Community Centre, Stamford Centre and Chippawa Libraries, including evening and weekend hours.
- Print Pick Up
- Re-Launching Computer Access with new guidelines in place

Full details on how to access all of these services is available on our website at my.nflibrary.ca.

The Niagara Falls Public Library is a free, inclusive community space open to all. Residents of the City of Niagara Falls are invited to register for a free library card to access all of our resources, both physical and digital. The Niagara Falls Public Library dates back to 1878, and today has four library locations serving the City of Niagara Falls - Victoria Avenue library, Stamford Centre library, Community Centre library and Chippawa library as well as a NovelBranch library vending machine at the Gale Centre. Additional services can be accessed at the Virtual Library at my.nflibrary.ca, including streaming video and music, and downloadable eBooks, audiobooks and magazines. Visit our website at my.nflibrary.ca for more information.

FOR MORE INFORMATION:

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