

## FAQs for website and social media

When will the library reopen?

We do not know. We will follow the directives from Mayor Berke but at this time, no date has been set. You can of course still access all of our electronic materials and online courses available through our website: [chattlibrary.org](http://chattlibrary.org).

I received a hold notification. How do I pick it up?

For the safety of our staff and our patrons, we are unable to deliver holds at this time. The good news is that holds will be held indefinitely so that when we do reopen, they will be waiting for you!

I just tried to place a hold and the request button has disappeared.

To avoid our locations being overwhelmed with hold items that cannot be picked up, we are temporarily suspending placing holds as of 3/13/20. If you have placed a hold in the past, it will be honored and the item will be waiting for you when we reopen. We encourage patrons to keep a paper list of items they are interested in, so that when the holds system becomes available again, you will know what you want to request.

My library card is about to expire so I won't be able to checkout e-materials. What should I do?

We are extending library card expirations to the end April 30, 2020. Should the situation remain unchanged, we will extend cards beyond that as is necessary. You can also make use of our online card renewal. Please click on the link that says "Renew card online" on our webpage found in the top right corner of the page: [chattlibrary.org](http://chattlibrary.org).

Will I owe overdue fines?

No fines will be assessed beginning 3/13/20 until normal library operations resume. While you may return items to our outdoor book drops, it is not necessary. We will be extending due dates automatically on all items checked out.

How can I get information about the library operations?

Please visit our website at [chattlibrary.org](http://chattlibrary.org). We will update it as we know more!

I have fines on my account, so I cannot use my card.

Fines can be paid online. Visit our website at [chattlibrary.org](http://chattlibrary.org) and click on the Pay Fines link in the top right corner. Keep in mind that temporarily we will not be charging overdue fines beginning March 13, 2020.

I don't have a card at all. How can I get a new library card?

Temporarily, we will process new library cards online. Patrons should begin by clicking on the Apply for a Library card link on our website [chattlibrary.org](http://chattlibrary.org). After completing the online application, patrons will need to email copies of their identification (driver's license, state identification etc.) to [librarycontact@lib.chattanooga.gov](mailto:librarycontact@lib.chattanooga.gov). If the address on the identification is incorrect, please include in your email something showing your name with the correct address such as a utility bill, a lease agreement, or a tax bill. If you are a non-resident, the \$50.00 non-resident fee can be paid online once your account is set up. Once the account is set up, we can mail your card to you.