



## **Frequently Asked Questions About Downtown Library Operations**

*Last updated: 3/18/2024*

With a phased reopening planned throughout the Downtown Library's renovation period, Hartford Public Library is excited to open up more public spaces to join the already open sections, including the Center for Contemporary Culture (CCC), the Berkins on Main cafe, Library classrooms and Story Stash, HPL's 24/7 book locker where you can conveniently pick up checked out materials.

**Berkins on Main:** Opened in December, this popular café offers breakfast and lunch options, award winning coffee, teas and more. Monday–Friday, 8:00 a.m. – 2:00 p.m., Saturday 10:00 a.m. – 2:00 p.m. and Sunday 10:00 a.m. – 4:00 p.m. (hours subject to change)

**Baby Grand Jazz:** Baby Grand Jazz is celebrating its 20th season and we are excited to welcome you back to the Downtown Library, CCC. Much of the Downtown Library remains closed, please enter through our Arch Street entrance when attending the Sunday afternoon concerts. The Library's café, Berkins on Main, is also open on Sunday afternoons during our concert season. Due to construction, you must enter Berkins on Main through its Main Street entrance. Safety concerns will not allow you to walk through the library building.

### **How can I support the library during this time?**

HPL has launched the **HPL Restore & Renew** campaign to raise money to pay for repairs and restorations to the Downtown Library, as well as costs associated with relocating programming and classes that may not be covered by insurance. Find more information [here](#).

### **How long will the Downtown Library be closed?**

Parts of the Downtown Library opened in the fall of 2023, including classrooms and the Center for Contemporary Culture (CCC) on the Library's main floor. For a detailed summary of work being done, please visit [here](#).

### **Can I reserve materials to be picked up from the Downtown Library?**

We now offer **HPL's Story Stash**. Located next to the Arch Street entrance. Customers can reserve materials online, choose the Story Stash as their pick up location and pick up 24/7 through HPL's book locker system.

### **Can I still reserve space in the Downtown Library for a program or event?**

The Center for Contemporary Culture (CCC) is available on a limited basis for the public to reserve. Please see our room reservation system for public spaces that are available to reserve throughout the HPL branch system.



**How can I continue to access Library services?**

Visit one of Hartford Public Library's branch locations. Branches have computers for public use as well as materials for lending and numerous programs, classes and events. You can also apply for, or renew your library card at any branch.

**Can I request materials that are listed Downtown in the catalog be sent to a branch for me to check out?**

While most of Downtown's collection of books and DVDs were not damaged, they are currently inaccessible due to the construction inside the building. Please check our other Branches as they are robust. HPL does offer interlibrary loans, for more information visit [here](#).

**Is Hartford Public Library still expanding hours at its branches?**

Yes. While the Downtown Library is closed we have redeployed staff and expanded hours at our branch locations. Branch hours are below.

**Albany Library**

1250 Albany Ave.  
Monday through Thursday: 9:00 a.m. - 6:00 p.m.  
Fridays: 9:00 a.m. - 5:00 p.m.  
Saturdays: 9:00 a.m. - 5:00 p.m.  
860-695-7380

**Barbour Library**

261 Barbour St.  
Monday through Thursday: 9:00 a.m. - 6:00 p.m.  
Fridays: 9:00 a.m. - 5:00 p.m.  
860-695-7400  
*(On the second and fourth Thursdays of the month the library will only be open from 3:00 – 6:00 p.m. to accommodate our Connecticut Foodshare distribution)*

**Camp Field Library**

30 Campfield Ave.  
Monday through Thursday: 9:00 a.m. - 6:00 p.m.  
Fridays: 9:00 a.m. - 5:00 p.m.  
860-695-7440

**Dwight Library**

7 New Park Ave.  
Monday through Thursday: 9:00 a.m. - 6:00 p.m.  
Fridays: 9:00 a.m. - 5:00 p.m.  
860-695-7460

**Park Street Library @ the Lyric**

603 Park St.  
Monday through Thursday: 9:00 a.m. - 6:00 p.m.  
Fridays: 9:00 a.m. - 5:00 p.m.



Saturdays: 9:00 a.m. - 5:00 p.m.  
Sunday: 1:00 - 5:00 p.m. (*through May 19, 2024*)  
860-695-7500

**Ropkins Library**

1750 Main St.  
Monday through Thursday: 10:00 a.m. - 5:00 p.m.  
860-695-7520

**Boundless Library @ Rawson**

260 Holcomb St.  
Tuesday and Thursday: 3:30 - 5:00 p.m. (*while school is in session*)  
860-695-6300

**Boundless Library @ West Middle School**

44 Niles St, Hartford, CT 06105  
Hours are based on programs and are by appointment with The American Place (TAP)

**What about the Downtown YOUmedia?**

The Downtown Library YOUmedia Center has relocated to the Albany Branch. YOUmedia is open from 1:00 - 6:00 p.m., Monday through Thursday, and 12:00 – 5:00 p.m. on Friday. Customers can contact YOUmedia at [youmedia@hplct.org](mailto:youmedia@hplct.org).

**How can I reach someone at The American Place?**

For questions about services at The American Place, our adult education and immigration services division that offers GED prep, citizenship and English language classes, please call 860-695-6337 or email [tap@hplct.org](mailto:tap@hplct.org). Some TAP programs have been relocated to other sites across the Hartford Public Library system or in the city.

**Can I still make an appointment for notary services or to get a municipal ID?**

Yes, these services are available at our branch locations. Please call a branch for more information.

**What about passport appointments?**

Passport services at HPL have resumed and are by appointment only. Appointment hours are from 9:00 a.m. - 3:00 p.m. from Monday to Friday at the Dwight Branch. If you are looking to schedule an appointment or have any questions regarding this service, please contact us at (860) 695-1494 and leave a call back number or email [passports@hplct.org](mailto:passports@hplct.org).

HPL does not offer passport renewal services for adults or 1-2 day delivery service. For more information on the passport application process or to process your application via mail through the U.S. Department of State, visit [travel.state.gov](http://travel.state.gov).

**What about security guard training classes?**

For more information and updates on the monthly classes click [here](#).

**What about Hartford Public Library's Digital Library Lab?**



HPL's Digital Library Lab, offering personalized and professional digitization and indexing services, experienced no damage and remains open. For more information click [here](#).

**How can I access the Hartford History Center?**

The Hartford History Center's digital collections are available online [here](#). In person, one on one research help is available by appointment. Staff are available to assist with Hartford related research questions or other queries by phone at 860-695-6297 or by email at [hhc@hplct.org](mailto:hhc@hplct.org).

**What will happen to this season's ArtWalk exhibitions?**

ArtWalk exhibitions will be rescheduled to a later date when the Downtown Library fully reopens to the public. For more information, please go [here](#).

**How can I stay up to date on the latest information about the Downtown Library?**

We will share updates as they become available in numerous ways. Subscribe to our library email newsletter [here](#), or follow us on [Facebook](#), [Twitter](#) or [Instagram](#).