



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

*Last updated: 11/17/2023*

Repair and renovation of the café space is currently underway and Hartford Public Library (HPL) is pleased to announce that Berkins on Main will be coming to the Downtown Library in December 2023! We are still finalizing the details and opening date but are thrilled welcome Berkins on Main as our new café partner.

Renew and restore design plans are being finalized and construction on the Downtown Library is soon to start to repair damage cause by burst pipes in late December 2022. We will be sharing updates on our social media and in our weekly newsletters as construction gets underway.

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

We appreciate everyone who has reached out and offered their support to Hartford Public Library in response to recent events.

Hartford Public Library 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 have opened in the fall of 2023, including our classrooms and the Center for Contemporary Culture (CCC) on the first floor. However, public service will not be fully restored to the Downtown Library until estimated Summer/Fall of 2024. For a detailed summary of work being done, please visit [here](#).

### **What if I have borrowed materials from the Downtown Library?**

Please return your items when they are due. The book drop outside the Downtown Library is open and operational. Materials can also be returned to another Hartford Public Library branch.

We now offer HPL's StoryStash. Located next to the Arch St. entrance and the book drop at the Downtown Library. Customers can reserve materials online 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?**

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 our library 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 offering 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 as being located 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 expanding hours at its branches?**

Yes. While the Downtown Library is closed we have redeployed staff to expand 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  
*Coming in January 2024!*

**What about the Downtown Teen Services?**

The Downtown Library teen services like the 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 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?**

HPL's passport services reopened in two of the Library's neighborhood branches by appointment only. For more information, please go [here](#).

- Mondays, 9:00 a.m. - 12 noon, Albany Library, 1250 Albany Ave.
- Tuesdays, 10:00 a.m. - 12 noon, Dwight Library, 7 New Park Ave.
- Thursdays, 2:00 - 4:00 p.m., Dwight Library, 7 New Park Ave.

**What about security guard training classes?**

We have temporarily moved our security guard training classes. For more information and updates on the monthly classes click [here](#).

**What about the 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 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](#).