

Grapevine Public Library's Frequently Asked Questions

Is the Library open?

The library is temporarily closed but patrons may utilize our online resources and digital library which has eBooks, eAudiobooks, streaming movies and music. More information can be found on the library's web site and FaceBook page.

The detailed letter below to customers has the majority of information you will need.

Dear Grapevine Public Library Family –

First, we would like to thank you for your flexibility and patience as we navigate this evolving situation. We have a very important announcement to make. Our library, drive-thru, and book drops are now closed but your Library team is still here for you!

- Library cardholders will have access to all of Grapevine Public Library's online collections, which include access to eBooks and streaming movies (Kanopy) and music (Freegal). Tutorials may be found at our Niche Academy site. Staff will be available via the means listed below if you have any questions about access to these wonderful digital resources.

- Any Grapevine resident, GCISD or COG employee who does not already have a library card may follow an easy three-step process to be issued an e-Library Card for access to our online collections.

1) Send an email to circulation@grapevinetexas.gov

2) In your email include your full name, address, phone number, birth date, and attach a photo of your drivers' license and your City of Grapevine or GCISD ID (if applicable).

3) We will email you your e-library card number along with instructions so that you can begin accessing our digital collections from home!

- Email circulation@grapevinetexas.gov for questions about your library account, or call 817-410-3400 and leave a voicemail. We will return your call.

- Email reference@grapevinetexas.gov for questions about online resources, or call 817-410-3403 and leave a voicemail. We will return your call.

- Staff can also be reached via Facebook Messenger on our Grapevine Public Library Facebook page where we will also continue to offer a variety of virtual programs each day, such as story times.
- Please keep all materials you have checked out at this time. When we reopen, we will make sure everyone is aware when our book drops are ready for returns. Remember there are no extended use fees/fines.
- If you placed a hold recently and have not been contacted regarding that item being ready for pick-up, you will remain on the hold list and will maintain your place on the list until the library reopens.
- For non-medical, City of Grapevine related COVID-19 inquiries, please reach out to the Grapevine Cares Hotline at 817-410-4455 weekdays from 8 am – 5 pm. You may also leave a message after-hours and someone from the City of Grapevine will return your call.

Should volunteers come in for their scheduled shifts?

No. Volunteer shifts are suspended until further notice. The library is closed to everyone except for a small number of City of Grapevine employees.

What is my PIN for my library account?

Your PIN is the last four digits of your phone number.

How often will we pull holds?

We will not be pulling holds until the drive thru or entire library reopens. Please wait until you receive your notification (via email or phone) that the hold is ready for pick up before coming to the library.

What if I don't have a library card or active library card?

Follow the steps detailed on the graphic below:

*Grapevine Residents,
and City of GV and GCISD
Employees:*

**NEED AN
E-LIBRARY CARD?**

 <p>Send an email to circulation@grapevinetexas.gov</p>	 <p>Please include your full name, phone number, birth date, address, and attach a photo of your drivers' license <i>and</i> your COG or GCISD ID (if applicable).</p>	 <p>We will email you back a library card number with instructions so that you can access e-content from home!</p>
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**GRAPEVINE
PUBLIC LIBRARY**

How do I download ebooks and audiobooks with my library card?

Visit the library website at bit.ly/2w0Y9Fn for links to download ebooks and audiobooks from Overdrive using the Overdrive or Libby app, and audiobooks, magazines, and comics from RBDigital. There are direct links to the apps as well as tutorials that will take you step-by-step through signing-up and downloading materials.

How may I access streaming video with my library card?

Your library card gives you free access to stream thousands of films and shows, including great programming for children and families through a service called Kanopy. The Kanopy app is available on all Android and iOS devices, as well as on Roku and Amazon Fire streaming sticks. You can also watch online using any browser at Grapevine.Kanopy.com/kids

Do you have online tutorials?

Yes! Please visit [My.NicheAcademy.com/gpl](https://www.mynicheacademy.com/gpl) for tutorials and links to all of our online resources.

Will you have interlibrary loan services?

All interlibrary loan operations are suspended until further notice.

Are you accepting donations of books or other items during this time?

The library will not be accepting donations until further notice.