

## Library Hours and Services

### Hours of Service

The hours of operation will be set for each library site by the Library Board of Trustees. The library follows the holiday closing schedule of Orange County. Orange County (and by extension the Library) currently observes the following holidays: New Year's Day, Dr. Martin Luther King, Jr. Day, President's Day, James Madison's Birthday, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Election Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving, Christmas Day. In some cases, the day after Christmas and other days may also be observed if granted by the Governor of Virginia and/or the Orange County Board of Supervisors. When a state or federal (but not a local) holiday falls on a Saturday the library will also close on that Saturday in addition to the state day of observance. When holidays fall on both a Friday and the following Monday, the Library will also close on the Saturday in between.

Closings due to weather will be determined for **all libraries** by the **County Administrator** to coincide with other county offices. In some cases, branch libraries may be unable to open or need to close early even though the county offices and Main Library are open. Closures will be determined by the County Administrator after communication with the Library Director and/or the appropriate staff member in charge.

Emergency closing of any building, for reasons other than weather, is at the discretion of the County Administrator, the Library Director or staff member in charge should be consulted in the event such closing becomes necessary. Possible reasons for such closing include but are not limited to: loss of power to the building lasting more than 20 minutes, electrical or mechanical failure resulting in a danger to staff and patrons, failure of heating or air conditioning when temperatures are such that the environment is unsafe, and flooding.

### Reference Services

Patrons asking for assistance in person will be served first, the next priority is those requesting information over the phone or in writing. A trained reference person is not available to provide reference service during all hours or at all locations. All library staff will endeavor to guide patrons to the information they request in a courteous and timely manner but will not interpret any information found.

### Other Services and Equipment Access

The library provides the following services which are described in other sections of this manual: Interlibrary Loans, Internet access including Wi-Fi, programs for children and adults, and public use meeting rooms.

Each library provides the following equipment for public use:  
Photocopier with built-in flat-bed scanner, and public access computers.

In addition, the Main Library provides an overhead document scanner and a microfilm/film scanner for public use.

(Approved by the Library Board of Trustees 1/1998; amended 8/1999, 10/2002, 8/2013, 12/2019, 4/2021, 01/2023, 12/2023)