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PRESS RELEASE

Albany Public Library Opens Two Branches for Appointment Services Arbor Hill/West Hill & Howe Now Provide In-Building Computers, Assistance & More

Albany, NY—Albany Public Library (APL) is now providing in-person appointment services at two locations—Arbor Hill/West Hill Branch at 148 Henry Johnson Blvd. and Howe Branch at 105 Schuyler St.

“APL staff are thrilled to welcome patrons inside our Arbor Hill/West Hill and Howe branches for appointment services,” said APL Executive Director Scott C. Jarzombek. “Our patrons have been asking to use computers, make copies and fax documents, and get information and research assistance from librarians. The pandemic required us to modify our buildings, institute cleaning and safety protocols, and train staff on new procedures. We are now ready to safely provide these much-requested in-person services by appointment at two locations.”

Starting today, Sept. 14, library patrons may use the following services, all of which require an appointment, at the Arbor Hill/West Hill and Howe branches:

- Copy, print, scan, and fax documents
- Use a computer
- Purchase or replenish a CDTA Navigator card
- Get reference and research assistance from a librarian
- Utilize a notary (limited branches and hours)

Patrons can request appointments by calling the Arbor Hill/West Hill Branch at (518) 694-0596 x221 or the Howe Branch at (518) 472-9485 x221. Appointments are available Monday through Friday from 12:30 pm to 5:30 pm. Times and services may be limited due to availability, staffing, and distancing requirements.

In order to accommodate in-person services, the APL branches are following established COVID-19 distancing and cleaning protocols. Masks that cover the mouth and nose must be worn by everyone over the age of two. Hand sanitizer and wipes are available for patrons. Desks and equipment are safely spaced. Clear plastic barriers and floor distance markers have been installed. Appointments are limited to one person at a time. Seating is limited to patrons using computers or working with a librarian. The collections, newspapers, toys, games, water fountains, and restrooms are unavailable. Surfaces, equipment, and computers are cleaned before and after each appointment.

Curbside pickup appointments are continuing at Arbor Hill/West Hill and Howe, in addition to Bach, Delaware, and Pine Hills. The North Albany and Washington Ave. branches remain closed.

[The library's website contains information about appointment services at Arbor Hill/West Hill and Howe.](#)

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Albany Public Library (APL) educates, entertains, and empowers our community. APL operates seven award-winning branches serving the residents of Albany. Each month, about 71,000 people visit the branches to borrow materials, attend programs, access computers, and research information. More than 49,000 books, DVDs, and other materials are circulated each month. The library also provides 17,000 WiFi and public computer sessions each month. APL hosts 450 programs and provides 800 meeting and study rooms monthly. Visit APL online at www.albanypubliclibrary.org. Use the free "UHLS Mobile" app on Apple and Android devices. Listen to the library's "Albany Made" podcast on iTunes, Pocket Casts, and Sound Cloud. And, follow @AlbanyNYLibrary on social media.