



MOUNT PROSPECT  
PUBLIC LIBRARY



**A Resource Guide  
Mount Prospect  
Public Library**

**Spring 2020**





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Dear Mount Prospect Residents:

We wanted to reach out to you and say that we miss you at the library! Even though our buildings are still closed to the public due to the COVID-19 pandemic, we have a wide variety of virtual services for you to use while staying safe at home.

All you need is your library card. Don't have one yet? Don't worry, you can sign up online and get one right away. Visit the home page of our website for online registration: **[bit.ly/MPPLcard](https://bit.ly/MPPLcard)**.

Your library card is your ticket to movies, e-books, audiobooks, magazines, music, databases, and more that you can access on your phone, tablet, or computer. For example:

**OverDrive:** Thousands of e-books and audiobooks from Digital Library of Illinois

**Hoopla:** Thousands of movies, music, e-books, and audiobooks

**Kanopy:** Among others, the Criterion Collection of movies, which has many of the greatest films of all time

**Creativebug:** Hundreds of art and crafts and video classes

**PressReader:** Access thousands of newspapers and magazines from more than 100 countries

**AtoZ World Food:** More than 6,500 recipes from more than 170 countries

**Ancestry and MyHeritage:** Research your family history and conduct genealogy research

Go to **[www.mppl.org/e-library](http://www.mppl.org/e-library)** to see everything we have to offer.

Do you miss your favorite librarian? You can leave a voicemail at our main number (847-253-5675) and we'll call you back. Need help with our online services? You can chat live or text questions to us. See the FAQ in this guide for more information.

We've also been working hard to provide virtual programming, which you can find on our Facebook page ([www.facebook.com/mountprospectlibrary](https://www.facebook.com/mountprospectlibrary)). Follow us so you don't miss a thing. Our videos are also available on our MPPLTV YouTube channel.

Lastly, we want to make sure that you know we are here for you, and to thank you for your patience while we all go through these extraordinary times together. While we can't go into the buildings to access materials right now, we do have ways to keep you educated, entertained, and informed. We stand with the Mount Prospect community to stay safe at home, and we look forward to opening our doors and seeing all of our library friends.

We hope to see you all soon,



Su Reynders, Executive Director



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# Mount Prospect Public LIBRARY

## Current Services Frequently Asked Questions (FAQ)

### CAN I TALK TO A LIBRARIAN OR STAFF?

Yes! Our public service desk is available by chat and text Monday-Friday (9 a.m.-7 p.m.) and Saturday-Sunday (1-5 p.m.)

To chat: **bit.ly/MPPLlivechat**  
To text: **847-750-4ASK (847-750-4275)**

### MY LIBRARY CARD EXPIRED. WHAT DO I DO?

All library cards have automatically been renewed for 2020. If your card expired earlier in 2019, please send an email to **registration@mppl.org**.

### HOW CAN I GET A LIBRARY CARD?

New library cards are available online. Fill out and submit the online form at **bit.ly/MPPLcard**.

### CAN YOU HELP WITH A PIN RESET?

Please send an email to **registration@mppl.org**.

### MY ACCOUNT SEEMS BLOCKED. WHAT DO I DO?

Please send an email to **registration@mppl.org**.

### WHEN DO I NEED TO RETURN MATERIALS?

Please keep all books and materials with you at home. We are not accepting returns at this time. Please watch your email and our website for updates.

### ARE LIBRARY PROGRAMS CANCELED?

All library programs and events are on hold.

### WHEN WILL THE LIBRARY BUILDINGS REOPEN?

We are continuing to closely monitor all public health guidance; when we are able to reopen, we will announce it on our website and social media platforms.

### HOW CAN I CHECK OUT AN E-BOOK OR MOVIE?

We have multiple electronic resources that you can use with your library card, including OverDrive and Hoopla, available at **www.mppl.org/e-library**. For recommendations email **readers@mppl.org**.

### HOW CAN I TAKE ONLINE CLASSES?

With your library card, you can register for classes and find e-learning opportunities at **www.mppl.org/e-library**.



Mount Prospect Public Library  
10 S. Emerson Street  
Mount Prospect, IL 60056

CARRIER ROUTE PRE-SORT  
NON-PROFIT ORGANIZATION  
U.S. POSTAGE  
PAID  
PERMIT NO. 299  
MOUNT PROSPECT, IL 60056

**ECR WSS  
EDDM  
POSTAL CUSTOMER  
MOUNT PROSPECT IL 60056**

The Mount Prospect Public Library continues to take steps to help limit the spread of COVID-19. In adherence to Gov. Pritzker's Executive Order, the Main Library and South Branch buildings are closed until further notice.

The library continues to provide resources to patrons with enhanced online services available to Mount Prospect residents.

**ASK A LIBRARIAN**



Have a question?  
We've got you covered!

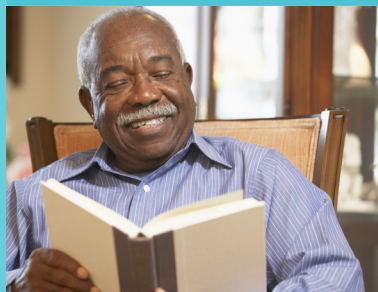
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**READERS' ADVISORY**



We welcome you to join the  
**No Commitment  
Virtual Book Club** at  
**bit.ly/mpvirtual**

Readers of all ages can join  
challenges and discussions  
with us! Share what you are  
reading in any or all of our  
categories.

For book recommendations  
and what's available online  
to read, email **readers@  
mppl.org** for one-on-one  
service.

**ONLINE PROGRAMS**



Since the library buildings  
are closed we have moved  
some of our programming  
online. Please follow us  
on our social media sites  
to see storytimes with our  
youth services librarians,  
tutorials on how to use  
online resources, and  
book reviews to help you  
decide what to read next.

