



Frequently Asked Questions About Downtown Library Operations

Last updated: 2/9/23

Hartford Public Library's Downtown Library at 500 Main St. suffered significant water damage after a pipe burst over the Christmas holiday weekend and remains closed. Please see answers below to some common questions. This document will be updated as more information becomes available.

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?

At this time there is no estimate as to when the building will fully reopen. It is expected that parts of the library may reopen in the summer.

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.

What about programs, classes and events scheduled to be held Downtown?

We are working to move programs, classes and events to alternate locations within the Hartford Public Library system or other sites in the city. For the most up-to-date information visit www.hplct.org and check the events calendar.

What will happen to the Baby Grand Jazz concert series?

Hartford Public Library's popular Baby Grand Jazz series will be held at Center Church (60 Gold St.) as scheduled, every Sunday at 3 p.m. from January 8th through April 23rd. The final performance on April 30th will take place at another location to be announced.

Seating will be first come, first seated, starting at 2 p.m. each Sunday. No registration is required. Concerts will continue to be streamed on Hartford Public Library's Facebook Page and YouTube channel.

Parking: Street parking is available and free on weekends. Parking in the Hartford Parking Authority lot behind the Downtown Library is still available, a short walk away from Center Church.

Accessibility: The Center Church Meeting House is accessible to all. A wheelchair lift is located on the south side of the portico of the Meeting House (accessed via a ramp in the Memorial Garden - we recommend calling our performance coordinator, Jana, at 860-881-5646, when you arrive).

We look forward to seeing you on Sundays and thank Center Church for accommodating our concert series!

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.

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. Branches will operate on the schedule below beginning Tuesday, Jan. 3rd:

Albany Library

1250 Albany Ave.

Monday-Thursday: 9 am - 6 pm

Friday: 9 am - 5 pm

Saturday: 9 am - 5 pm

860-695-7380

Barbour Library

261 Barbour St.

Monday-Thursday: 9 am - 6 pm

Friday: 9 am - 5 pm

860-695-7400

Camp Field Library

30 Campfield Ave.

Monday-Thursday: 9 am - 6 pm

Friday: 9 am - 5 pm

860-695-7440

Dwight Library

7 New Park Ave.

Monday-Thursday: 9 am - 6 pm

Friday: 9 am - 5 pm

860-695-7460

Park Street Library @ the Lyric

603 Park St.

Monday-Thursday: 9 am - 6 pm

Friday: 9 am - 5 pm

Saturday: 9 am - 5 pm

Sunday: 1-5 pm

860-695-7500

Boundless Library @ Rawson

260 Holcomb St.

Tuesday and Thursday: 3:30-5 pm

860-695-6300

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. 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?

At this time all passport appointments are postponed. For a list of other passport offices nearby click [here](#).

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](#).

Will the Downtown Library be hosting appointments for tax preparation help?

No. We do not anticipate the Downtown Library serving as a site for the federal Volunteer Income Tax Assistance program. For alternate locations call 2-1-1 or visit 211ct.org.

What about the Digital Library Lab?

Yes. Hartford Public Library's Digital Library Lab, offering personalized and professional digitization and indexing services, remains in operation. For more information click [here](#).

How can I access the Hartford History Center?

The Hartford History Center's digital collections are available online [here](#). Staff are available to assist with research questions or other queries by phone at 860-695-6297 or by email at 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. Visit www.hplct.org for the latest information.

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](#).