



**FOR IMMEDIATE RELEASE**

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## **Powhatan County Public Library Provides Comfort Calls**

POWHATAN, VA – With the recent COVID-19 stay at home order and social distancing in place, some in the community may feel a bit disconnected and miss their regular social routine. To help fill the void, Powhatan County Public Library staff members are contacting library patrons by phone to offer support and personalized assistance with navigating information. The calls are a way for the Library to ensure that patrons who may have limited or no internet access are aware of resources available to them during this time.

Last month, when the Library closed to the public to follow the recommendations from the Centers for Disease Control and Prevention (CDC) and the Virginia Department of Health (VDH) related to social distancing, the PCPL team began to look for ways to continue community outreach in a safe manner. The team agreed that phone calls would be the most effective way to check in with patrons and possibly reach those who may not be aware that the staff is still on duty and available to help, even though the Library building is closed. Library Administrative Coordinator Fran McCreight who oversees the group making the calls explained, “Our library patrons are the heart of what we do. Comfort calls are the perfect way to connect with them since we are unable to have our face-to-face time together. We want each patron to know that they are thought of and that we care.”

Library staff will be contacting patrons by telephone to check in to offer support and, in some cases, provide a link to services and information that may benefit them during this difficult time. The comfort calls are also a reminder for those who live alone to know that help from a trusted resource is just a phone call away.

During a typical call, the staff member will offer to answer questions, and, if the patron has internet access and is interested, tell them about online library services. If a patron is interested in assistance from another County department or community resource, PCPL staff will work to connect them. “We are so happy that we have the ability to offer this service to our friends and neighbors in the community,” said Library Director Whitney Berriman. “It’s a great way for us to stay connected to those who enjoy visiting the Library on a regular basis. Chatting with a friendly librarian will hopefully be a bright spot in their day,” Berriman added.

For details or assistance, please contact Powhatan County Public Library at 804.598.5670 or [library@powhatanlibrary.net](mailto:library@powhatanlibrary.net).

### **About Powhatan County Public Library**

Powhatan County Public Library is dedicated to being a premier library system for all citizens of Powhatan County by anticipating and satisfying the intellectual, educational, artistic, and entertainment needs for growing numbers of our citizens using every resource available, present, or emerging.

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