

Adventures in “Ask a Librarian”



The email address askalibrarian@rrnm.gov has been around for a long time. There is a form on our website you can fill out with your question. You'll find it at <https://rrnm.gov/FormCenter/Libraries-17/Ask-a-Librarian-85>. During normal non-COVID times, we receive around 15 questions a month. Most of these questions have to do with people's library cards. "How do I renew my library card?" is the most prevalent. (Answer: Library cards expire every three years. Bring your photo ID and proof of address to either Loma Colorado or Esther Bone so that we can verify and update your record.) Probably the next most asked question is, "How do I get a library card?" (Answer: Bring your photo ID along with proof of address to either Loma Colorado or Esther Bone, and we will issue you a card.)

In March of 2020, the library closed to the public due to COVID-19. We wanted a way for people to still reach us, and one way to do this was through the "Ask a Librarian" email address. The address was put front and center on our Facebook and Twitter pages. Seemingly overnight, the relaxed pace of "Ask a Librarian" turned into a torrential deluge. "Ask a Librarian" now receives about 100 questions a month, with most of them being, you guessed it, "How do I renew my library card since I can't come to the library?" followed closely by "How do I get a library card since I can't come to the library?" Since people couldn't come into the library, our downloadable products were more important than ever, and a current library card is necessary to check them out.

People also write in with other types of questions. Often they want to know if we have books on a certain topic or by a certain author. They also send inquiries if they are having problems with charges and to tell us that they are sure they returned a book that they are now being charged for. Mostly these account-related questions get passed on to the circulation department, who then communicates directly with the customers.

Although you have to have a library card to check out items or to place holds, you don't have to have one to get an answer from "Ask a Librarian." We will give you an answer to your question if we are able to, or try to give you some other avenues to pursue if we can't.

Since people can't come into the library to use our computers right now, "Ask a Librarian" has recently added a new service. Namely, if you need to get a printout of something and you don't have a working printer, you can email "Ask a Librarian" with the document as an attachment.

Tell us in the email how many copies you want, whether you want it in black & white or color, the name of the person who will pick it up, and the branch where you will pick it up. The first five pages are free, and thereafter it is 25 cents a page.

Next time you have a question that you can't find an answer to, try "Ask a Librarian." Whether it is about your library account or something completely unrelated, give us a try. No question is too complicated or too trite.