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Contact: Tanya Lenti | 505-768-3582

tlenti@cabq.gov

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## **The Public Library is a Wealth of Information Even When "Closed"**

*Online resources and open phone lines keep the community connected*

**ALBUQUERQUE, NM** - The staff at the [Public Library of Albuquerque and Bernalillo County](#) continues to serve the community while the 18 branch buildings are closed to the public. Online access to resources including e-books and e-audiobooks, music, and magazines, along with exceptional customer service are gaining praise during the Public Library's response to the COVID-19 pandemic.

Four weeks into city-wide closures, the Public Library is seeing many people reconnecting with services while some are engaging for the first time by getting library cards. With school closures, expanded educational resources for families and educators are being updated and can be accessed at [www.abqlibrary.org](http://www.abqlibrary.org). The library staff is also providing the community with critical information over the phone for those looking for free public WiFi access, technical support for online services, IRS tax forms, general information regarding the coronavirus, and more. Most Library parking lots have free WiFi available.

"In this unprecedented time, Library staff continue their mission of bringing resources and services to our community through our varied online services and collections," Public Library Director Dean P. Smith said. "Though our buildings are closed, our online resources are available to city and county residents 24 hours a day, 7 days a week."

Online resources accessible with a library card include:

### **CloudLibrary**

CloudLibrary offers a seamless experience that allows readers to borrow eBooks from the Public Library at home or on-the-go.

### **Overdrive**

The Overdrive collection includes nearly 40,000 e-books, 16,000 e-audiobooks, and 250 video titles. These can be downloaded directly to a computer or used in the Libby app with a variety of devices, including iPhones, iPads, Android devices, Nooks, Kindles, and more. Since the closure, the library's Overdrive service alone has almost 1,700 more unique users checking out almost 7,000 more items than the same time frame in 2019.

## **Hoopla**

Hoopla is an all-in-one digital service that offers hundreds of thousands of titles of music, e-audiobooks, eBooks, full-length movies, television episodes, and comics/graphic novels,

## **Freegal**

Freegal is a music service which offers access to about 15 million songs, including Sony Music's catalog of legendary artists, and more than 40,000 music videos. In total the collection is comprised of music from more than 40,000 labels with music that originates in more than 100 countries.

## **RBdigital**

RBdigital brings thousands of exclusive audiobook titles and magazines into one service, accessed through the web or an app.

## **Lynda.com**

Lynda.com is a leading online learning platform that helps anyone learn business, software, technology and creative skills to achieve personal and professional goals. Members have access to the Lynda.com video library of engaging, top-quality courses taught by recognized industry experts.

More than 150 databases ranging from maps to medical resources can also be accessed through the Public Library's [website](#). A curated list of activities to keep kids entertained at home can be found at <https://abqlibrary.org/kidsathome>, while a list of educational resources for families and teachers can be accessed at <https://abqlibrary.org/teachers>.

All branches of the Public Library remain closed but assistance is available by phone Monday through Friday from 10 a.m. to 4 p.m. For general information please call (505) 768-5141. For help with accounts or to apply for a temporary Bernalillo County resident card call (505) 768-5170.

Dates for holds, checked out items, and library cards have been extended for the duration of the closure.

"During all of this, we have received many compliments from patrons who express how grateful they are for all the amazing online library resources, to thank us for coming to work and being available to help the public in any way that we can, and to express the value and necessity of library services, especially now," said Cody Wesner-Ellis, library supervisor for outreach and marketing.

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The Public Library of Albuquerque and Bernalillo County is part of the Cultural Services Department, City of Albuquerque, Tim Keller, Mayor. The Public Library consists of 18 locations serving a diverse population with a variety of programs, events, and services.

For more information on all of the library events and services visit [abq311.com](http://abq311.com) or [abqlibrary.org](http://abqlibrary.org). TTY 711.

Download the city's [OneABQ app](#) for iPhone or Android

