

Frequently Asked Questions

When will the Beals Memorial Library reopen?

The Beals Memorial Library is currently working diligently towards safely reopening and resuming library services. We are excited to begin the first step of reopening with our phase 1.5 services. For more information please visit https://be3c9d78-52f6-4d76-98a3-6ffd14fee2f6.filesusr.com/ugd/3d3991_fb033bf60f13497fa7a245f4f40b6e82.pdf

Where can I return my items?

Library materials can be returned in the bookdrop on the side of the Beals Memorial Library. We are currently following the Department of Public Health guidelines and setting materials aside for several days. After this short period, items will be checked in and removed from your account.

Why are my returns still on my account?

The Beals Memorial Library is currently following Department of Public Health guidelines and setting materials aside for several days. After this isolation period, the items will be checked in and removed from your account. If you have questions about the loans on your account, please email, message or call us with your name, library card number and when the items were returned, so we can investigate further.

Can I renew my library materials?

Eligible items are automatically renewed on the due date. If you have questions about renewing items please email, message or call us.

What is my library card's PIN?

Your PIN is a four digit code that the Beals Library can generate. We can generate a new code anytime. Just give us a call, message us or email us to get it reset.

I can't log in. How can I get help with my library card?

We'd be happy to help! First do make sure that you're logging in with your library card number (no dashes or spaces) and PIN, the four digit code the library generated for you.

Second, double check that you're using the correct website (<https://www.cwmars.org/home>). You can log into your account by clicking My Account in the top right of that website.

If you have tried these tips and still cannot log in, please email, message or call so we can assist you further.

Frequently Asked Questions

How can I get a library card?

Any resident of Massachusetts with proper identification (including home address) may apply for a card. Library cards are issued by the Beals Memorial Library upon presentation of our completed Library Card Application and acceptable identification. Before a library card can be issued, all applicants must show identification containing their name and current home address. Parents or guardians may use their identification to satisfy this requirement for their minor children living with them.

Acceptable forms of identification include:

- Driver's license (or state issued ID)
- Automobile registration
- Lease or rental agreement
- Utility bill (issued within the last month)
- Bank statement or Check book
- Piece of cancelled mail (postmarked within the last month)

If you would like a library card go to our website <https://www.bealslibrary.org/> go to the services page and click and download the library card application. Once the application is filled out email or mail it to the library. From there a staff member will contact you when the card is made and ready for pick up or if they have questions.

If you suspect you already have a library card, please give us a call, message us or email us to request recovery of your library card information.

I live out of state can I get a library card?

There is an annual fee of \$30.00 for out-of-state residents or for Massachusetts residents whose town library has been closed or decertified. Identification and proof of address are required. This fee will be waived if the applicant shows proof of property ownership or employment in the Town of Winchendon.

I can't find my library card. How can I recover my library card number?

Please call, message us or email us and give us your name, telephone number and address and that you would like to recover your library card number. Our library staff will be happy to assist you. If you would like a new card, replacement cards cost \$2.00 for adults and \$1.00 for youth under 18 years old.

My library card is expired and/or I received a notification that my library card will expire soon. How can I reinstate it?

Library cards expire two years from the date of the application. After that, the card must be renewed. At that time, patron information is verified and the same card will be updated for use. There is no cost for renewal. Please call, message us or email the Beals Library to validate your information.

Frequently Asked Questions

Is the library currently accepting donations?

Thank you for considering the Beals Memorial Library for your donation. We appreciate the offer, but unfortunately, we are not accepting donations due to Department of Public Health guidelines