



Town of Sunnyvale  
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## **Press Release**

**For Immediate Release  
May 4, 2020**

### **Town facilities to begin process of staged reopening from COVID-19 closures**

The Town of Sunnyvale implemented a COVID-19 emergency response plan on March 13, 2020, indicating how Town facilities and personnel will operate in response to the ongoing pandemic. Governor Abbott's phased plan to reopen Texas triggered "Stage 3" of the Town's COVID-19 response plan to implement the reopening of Town facilities.

Stage 3 of the Town's COVID-19 response plan begins on May 4, 2020. Stage 3 allows for curbside Library curbside services and appointments for in-person assistance at Town Hall.

- **Library – Curbside Pick-up**
  - The Library is open from 9 a.m. to 7 p.m. Curbside pick-up will be available from 11 a.m. – 6 p.m., seven days a week.
  - Holds on items can be placed by calling the Library at (972) 226-4491 or online at [sunnyvalepubliclibrary.org](http://sunnyvalepubliclibrary.org); You will be notified by a Library staff member when your hold is ready.
  - Please utilize the spaces in the parking lot and refrain from pulling up in front of the Library or in the aisles; these spaces need to remain clear for returns and for the Fire Department.
  - ID or Library card is required to pick up items.
  - Returns may be dropped off in the book drop and will be disinfected and quarantined for 24 hours.

- Public computers, fax, and copy services are unavailable at this time.
- Patrons may apply for a Library card, but the Library will not issue plastic cards at this time; Plastic cards will be issued once the Library is reopened to the public.
  
- Town Hall – Appointments
  - Appointments may be scheduled by calling the desired department:
    - Court: (972) 203-4144
    - Development Services: (972) 203-4188
    - Utility Billing: (972) 226-7177
  - Patrons with appointments will be required to utilize a face-covering.
  - Please wait in the outdoor seating or in your vehicle until your appointment time; Only the customer currently being served is permitted in the lobby at this time.

It is highly encouraged that customers use the drop box or the Town's online payment system. For online payments, please visit [www.municipalonlinepayments.com/sunnyvaletx](http://www.municipalonlinepayments.com/sunnyvaletx). The convenience fee will continue to be waived for those making online utility payments during the COVID-19 disaster period. Please refrain from placing cash in the drop box – a check or money order is preferred.

For general assistance or other business not mentioned above, please contact Town Hall at (972) 226-7177.

Town officials continue to monitor the COVID-19 situation and other changes will be implemented as we are able.

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