



## Library Services FAQ's

### May I apply for a new library card account online?

During the Library's closure, Santa Cruz County residents may apply for a Temporary Digital Access Card using the [online application form](#).

You may use this card to immediately access digital collections and to request books for curbside pickup. However, this digital card does not allow you to check out books and materials at curbside locations. In order to check out physical materials you must convert your digital card into a regular card. You may visit any curbside pickup location during open hours with your photo ID to upgrade your card for full borrowing privileges. You may continue to use your Temporary Digital Access Card for 90 days.

### Where is Curbside Pickup of Books on Hold Available?

When you receive a notice that items are ready, you can pick them up at one of the following locations:

- Aptos - Monday through Friday from 1pm to 5pm
- Downtown Santa Cruz - Monday through Saturday from 1pm to 5pm
- Felton - Tuesday through Saturday from 1pm to 5pm
- Live Oak - Tuesday through Saturday from 1pm to 5pm
- Scotts Valley - Monday through Friday from 1pm to 5pm

If you have challenges with getting to our curbside locations, please contact us about having your item(s) mailed to your home.

Face coverings are required to access Curbside Service. Please see our website for [branch specific procedures](#).

### How can I contact the Library?

Staff are available Monday through Saturday 10am to 5pm and Sunday 1pm to 5 pm to answer your questions about your account, virtual programs, COVID-19 and library services updates, and to help you get started with digital collections. To contact us:

- Call our Centralized Information Service at 831-427-7713
- Email us at [eLibrary@santacruzpl.org](mailto:eLibrary@santacruzpl.org)
- Text us at 831-264-0647

Please note that longer, in-depth research questions will be forwarded to the Libraries' Reference Team and may take longer to get an answer. Please be advised that our Centralized Information Services staff won't be able to retrieve physical library collections or materials, but they can request materials for you to pick up at curbside locations.

### **What library resources can I access while library locations are closed?**

The Library's abundant [digital offerings](#), including eBooks, eAudiobooks, streaming movies, [research databases](#) and digital magazines and newspapers are available 24/7 to you while our locations are closed. In addition, we offer many opportunities for [eLearning](#)—build valuable job skills or work on your resume, get one-on-one tutoring and [homework help](#), all from your home. We've got you covered. Digital resources do not accrue overdue fees.

### **Will I be charged late fees for my items?**

SCPL is currently not charging late fees for any items. We also recognize the hardship that this crisis is having on many in our community and want library fines to be one less worry right now.

### **I would like to return books, how can I do so?**

If you are picking up an item on hold from one of our 5 curbside locations from 1pm -5, there is a return area provided. The following locations are open for returns 24/7:

- Boulder Creek
- Branciforte
- Garfield Park
- Jade St. Community Center (4400 Jade St., Capitola)
- La Selva Beach

Boulder Creek, Branciforte, Garfield Park and La Selva Beach Branches will not be offering curbside pickup.

### **When will the library buildings be open again?**

Unfortunately, we don't have a date yet on when the buildings will open. Libraries are not conducive to social distancing and we must follow the guidelines provided by the Governor and the County Health Officer. We have been working on a phased reopening plan that could be implemented as soon as the guidelines allow it. We will work with our staff to make the necessary changes to facilities and to provide the necessary training.

### **When will we be able to use computers again?**

Indoor public computers will likely not be available until the libraries reopen. Currently, our branches provide Wi-Fi that can be accessed from outside of the buildings. We are exploring

options to lend out hardware, expand the reach of our Wi-Fi signals, provide access to printing, and creating outdoor spaces for internet use where appropriate. Stay tuned.

**Does Santa Cruz Public Libraries sanitize items that have been returned?**

No. The Santa Cruz Public Libraries places all returned items aside for more than 72 hours before handling them and before sending them out.

This is because as the World Health Organization notes, "Studies have shown that the COVID-19 virus can survive for up to 72 hours on plastic and stainless steel, less than 4 hours on copper and less than 24 hours on cardboard." Because we would not be able to disinfect every page of a book - we are using time as the best safeguard to ensure our practices protect staff and the public's health.

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/q-a-coronaviruses>

You can also find more information on this topic from the CDC at:

<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>