

Upper St. Clair Library Coronavirus Procedures

Frequently Asked Questions

September 17, 2020

Please Note: This is an extremely fluid situation and these answers may change. We will post any changes as quickly as possible.

Please note the following:

- The Library is open for both curbside delivery and walkthrough service. Walkthrough service entails browsing, checkout, holds pickup, and one hour of computer use per patron per day.
- Face masks are required in the Library at all times, including when browsing and using computers. Facemasks must be worn properly over the nose and mouth.
- Social distancing must be observed without gathering or congregating.
- Tables and chairs will not be available. Wifi may be accessed in the Library parking lot.
- Toys, games, puzzles and inside play spaces will not be available.
- Faxing and test proctoring are not available.
- Newspapers and magazines are available upon request.
- All library materials must be returned to the outside book returns. Inside returns will not be accepted. In accordance with the Allegheny County Library Association guidelines, all returns have to be quarantined for 96 hours (more information regarding returns and late fees is available below)
- There will be one accessible entrance to the Library only. It is the Main Library Entrance located in the rear of the Township building on the children's playground side of the building.
- If you are feeling sick or unwell, please do not visit the Library.

What hours will the Library be open?

- Mondays 10 a.m. to 4 p.m.
 - Tuesdays 10 a.m. to 4 p.m.
 - Wednesdays 1 p.m. to 7 p.m.
 - Thursdays 10 a.m. to 4 p.m.
 - Fridays 10 a.m. to 4 p.m.
- The Library will not be open on Saturdays and Sundays at this time.*

How does Curbside Service work?

- Curbside Service is the delivery of Upper St. Clair library materials or holds directly to your car.
- Call or email the Library to have Upper St Clair items pulled from our shelves. Countywide holds may be placed through the library catalog.
 - Phone: 412-835-5540
 - Email: usc1@einetwork.net
- Library staff will check out the retrieved items on your library card and contact you when they are ready.
- To pick up your items, please park in one of the designated pickup spots in the rear of the Township building (near the playground) to wait for your delivery.
- Call the Library at 412-835-5540 upon your arrival.

- Library staff will deliver your items in plastic bags to the trunk of your car.
- If you are feeling sick or unwell, please do not visit the library.

What are the hours for Curbside Service?

- Mondays 10 a.m. to 4 p.m.
 - Tuesdays 10 a.m. to 4 p.m.
 - Wednesdays 1 p.m. to 7 p.m.
 - Thursdays 10 a.m. to 4 p.m.
 - Fridays 10 a.m. to 4 p.m.
- Curbside Service will not be offered on Saturdays and Sundays at this time.*

May I place a hold on library materials?

- Yes. You can place requests for physical library materials on the library catalog.
- Holds on eBooks, audiobooks, and videos can continue to be placed — <http://www.twpusc.org/library/e-info>.

Is your Book Return open?

- Yes. Please return all items in the Book Returns at the corner of the Library building.
- Please note that Library Staff delivering library material to vehicles waiting for Curbside Service will not accept returns.
- Materials returned may not be checked in from your library account for several days as we are mandated to quarantine items for 96 hours. You will not be charged late fees for these items.

When will in-person programs and classes resume?

- All in-person library group events are cancelled at this time. This includes all children's programs and classes as well as all adult programs. Check the Library website for a schedule of virtual programs.

What happens to the books I have on hold?

- You will be contacted when your hold(s) become available. They can be picked up in the library or you can request curbside pickup.

Can my meeting still be held in the Library Multipurpose Room?

- No. All of the Library Meeting Spaces (including the Multipurpose Room, Quiet Study and Programming Rooms) are closed. All community group meetings are cancelled until further notice.

How can I access the library resources from home?

- You can still access many resources with your library card.
- Adults: <http://www.twpusc.org/library/e-info>
- Especially for Kids: <http://www.twpusc.org/library/kids>

AND, download these Apps:

- **Libby** (overdrive) has books, audiobooks, and movies. <https://libbyapp.com/welcome>
- **Flipster** is a source for online issues of magazines.

- **Hoopla** movies can be downloaded to watch from your device.

I don't have a library card. Is there a way to sign up for a library card online?

- Yes! Go to this link: <https://librarycatalog.einetwork.net/MyResearch/GetCard>

Can I drop off books for the Friends of the Library?

- No. Please keep all donations until further notice.