

Upper St. Clair Library Coronavirus Closure

Frequently Asked Questions

June 4, 2020

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

How long will the Library be closed?

- The library will remain closed to the public until further notice. However, we will be offering limited Curbside Service beginning Monday, June 8, 2020.
- Library phones will be reactivated on Monday, June 8, 2020.

What is Curbside Service and how does it work?

- Curbside Service is the delivery of Upper St. Clair Township Library materials directly to your car.
- Call or email the Library to have items pulled from our shelves. Please note that the ability to place a new hold on physical items online is temporarily unavailable.
 - 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 x 248 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.

May I request materials from other libraries?

- No. Due to the shutdown of delivery services, you cannot request materials from other libraries at this time. Library staff can assist you in finding what you are looking for from other Allegheny County Libraries and will provide you with contact information for all County libraries.

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.

Is your Book Drop open?

- Yes. Please return all items in the Book Drops 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 checked out may not be checked in from your library account for several days as we are mandated by the Office of Commonwealth Libraries to quarantine items for 72 hours. You will not be charged late fees for these items.

What should I do with the items I have checked out?

- You may keep all your items until the Library reopens or return them to the book drops located at the corner of the Library building.
- No fines will be charged while the Library is closed, even during the Curbside Service timeframe.
- Due dates for all checked out items on Allegheny County library cards have been automatically extended until July 1, 2020.

When will programs and classes resume?

- All library group events are cancelled at this time. This includes all children's classes and all adult programs. All digital literacy classes and test proctoring is suspended.
- All Summer Reading Club activity for Allegheny County Libraries will be held online this year.

What happens to the books I have on hold?

- All items currently on the hold shelf will remain there until the Library reopens. You will be given additional time to pick them up. Effective June 8, 2020, we will begin calling patrons regarding items that have been on our hold shelf since our March closure to see if the materials are still of interest to them.

Can I place a new hold on all library materials?

- No. Due to the impact of the COVID-19 pandemic, the ability to request physical items online has been disabled until July 1, 2020.
- Holds on eBooks, audiobooks, and videos can continue to be placed.
<http://www.twpusc.org/library/e-info>.

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

- No. All of the physical library spaces are closed. All community group meetings are cancelled until further notice.

How do I get tax forms?

- Use this link <https://www.irs.gov/forms-instructions>
Or go to the library homepage and click on **Federal Tax Forms**.

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.

Staff only:

To access your library email, go to <https://portal.office.com>. At Sign in, enter you staff email address. At next screen, enter your user name (same as email address) and your password.