



## **Cerritos Library Sidewalk Service**

The Cerritos Library is delighted to offer a Sidewalk Service for cardholders. The pick-up service is offered from 10 a.m. to 5 p.m., Monday through Friday. Library staff are following all workplace policies and practices to protect employee and public health as directed by the County of Los Angeles Department of Public Health's Protocols for Libraries Opening for Curbside Pickup.

### **How to Use the Library's Sidewalk Service**

#### **1. Select up to 10 items that you would like to check out.**

Books, Audiobooks, CDs and DVDs can be selected from the Cerritos Library's eCatalog. Go online to the library's E-Catalog at <http://catalog.ci.cerritos.ca.us/> to search for materials.

#### **2. Place your selected items on hold through the on-line form or by telephone.**

Items can be placed on hold through an on-line form or by telephone. Please use the eCatalog to ensure that the items you are requesting are available before calling the library or submitting requests through the form.

##### Request Items through the On-line Form

Go on-line to <https://cerritosca.seamlessdocs.com/f/SidewalkRequest> and complete the form, including your name, Cerritos Library card number, e-mail address and phone number, and the item type, title and author of the materials that you would like to check out.

##### Request Items by Telephone

Call (562) 916-1342 to request the items that you have selected. Cerritos Library Reference staff will be available to assist you and place holds Monday-Friday, 10 a.m.-5 p.m.

### **Picking up Holds**

1. Cerritos Library staff will call you when your items are ready to be picked up.
2. When you are available to pick up your items, go to the Cerritos Civic Center and park in the parking lot. If you need a bag to carry your items, please bring your own tote bag.
3. Call the Library at (562) 916-1340.

4. Follow the instructions provided by staff. You'll be asked to wait at the Library's entrance while your holds are brought to a table for you to pick up. Please be prepared to present your Cerritos Library card, California Driver's License or California I.D. card to staff. If you are picking up items for family members, also be prepared to show their Cerritos Library Card, California Driver's License or California I.D. card. Patrons are required to wear a cloth face-covering when picking up holds.

## **FAQs**

### **How many items can I place on hold?**

Cardholders are limited to 10 holds each. Patrons will be limited to 10 items total per card during Sidewalk Service.

### **What is the loan period for library materials?**

Blu-Rays discs and DVDs have a one-week loan period. All other library materials are loaned for three weeks. A receipt listing your items and the due dates will be provided at pick-up. Items may be renewed one time.

### **How long will my items be held?**

Upon notification by staff, you will have five days to pick up your items. Any items not picked up after five days will be placed back into circulation

### **How do I return library materials?**

You can return materials in the drop box located at the Cerritos Civic Center. Staff cannot accept returned items during a Sidewalk Service pick-up.

### **Can I pick up holds for a family member?**

Yes. You will be required to present the library card used to place the holds.

### **Can I enter the Library?**

No. By order of the County of Los Angeles Department of Public Health, patrons may not enter the building for any reason.

### **What safeguards are in place with regards to books being reissued?**

Books picked up using Sidewalk Service will have been cleaned and quarantined for at least a 96-hour period before being checked out to you. The pick-up table will be disinfected after each pick-up is completed.

**What safeguards are in place during the Sidewalk Service pick-up?**

Library staff are following all workplace policies and practices to protect employee and public health as directed by the County of Los Angeles Department of Public Health's Protocols for Libraries Opening for Curbside Pickup. Signs and markers will be in place at the Library entrance to identify a starting place for patrons arriving for pick-up and six-foot intervals for subsequent patrons who are joining the line. Pick-up will be contactless to limit interactions between staff and patrons. Staff delivering items will wear face coverings and gloves. Patrons are required to wear a face covering when picking up items. Staff will be positioned six feet from each other and from patrons to deliver items to patrons.

**Will staff make recommendations for items, or choose items for me?**

Due to limited staff and time constraints, Reference staff may be unable to provide recommendations or choose items for you during Sidewalk Service. Please prepare a list of the items you would like to request before calling the Reference desk at (562) 916-1342.

**I have a question regarding my account. Is there staff available to help me?**

Yes. Please call the Circulation desk at (562) 916-1340.

The Cerritos Library's Sidewalk Service meets the health and safety requirements outlined in the County of Los Angeles Department of Public Health Protocols for Libraries Opening for Curbside Pick-up.

Following the guidance of County, State, and Federal public health officials related to the COVID-19 public health emergency, the public is not allowed to enter the Cerritos Library until further notice.