

**HOW DOES CURBSIDE WORK? WHEN/HOW CAN I GET MY PICKUP APPOINTMENT BOOKED?
(Revised 8/11)**

It is so good to hear that you are eager to use our upcoming curbside pickup service. We are also looking forward to its inauguration-it will be so good to see our patrons again, if only through a car window! We are hoping to have certain collections released for requests sometime this week. The plan is to have the items that are located at the Richard Burges, Dorris Van Doren, Esperanza Acosta Moreno, and Judge Marquez branches all made available for requests. There will be a modified courier bringing materials back and forth between these locations, but it will not be every day, so it might add to the time it takes for you to get your request.

The curbside pickup locations are currently set as follows:

Richard Burges Library
9600 Dyer St Suite C
915-212-0317
Monday & Thursday
10am-6pm

Esperanza Acosta Moreno Library
124580 Pebble Hills Blvd
915-212-0442
Tuesday & Thursday
10am-6pm

Dorris Van Doren Library
551 E. Redd Rd
915-212-0440
Wednesday & Friday
10am-6pm

Once per week, on selected days, the EPPL Bookmobile will hold contactless curbside pickup service at the following EPPL locations:

Tuesday
Armijo Branch
620 E. 7th St
2pm – 7 pm

Wednesday
Clardy Fox Branch
5515 Robert Alva
2pm – 7pm

Thursday
Sergio Troncoso Branch
9321 Alameda
2 pm – 7pm

Saturday

Judge Marquez Branch
610 Yarbrough
11am – 4pm

When the collections are freed up for request activity, we will post it on our web site and Face Book page, and you will then be able to place your requests. When your items are available, you will receive notification from your designated pickup location, and will then be able to drive by on the next scheduled Curbside Pickup day to check them out. The procedure will vary according to location, so please follow posted instructions, and please have your library card, or ID, handy to show library staff.

It will take longer than normal to retrieve your requested items and make them available to you. Our courier service is operating at a greatly reduced capacity, so items will not travel between branches as frequently as they did pre-COVID. Please know that we are working as diligently as we can to ensure that all of our patrons receive their requested items as efficiently and safely as possible.

IF I HAD BOOKS ON HOLD THAT I WASN'T ABLE TO PICK UP BEFORE THE LIBRARY CLOSED, DOES THE LIBRARY STILL HAVE THEM ON HOLD FOR ME? IF THEY DO, WHEN WOULD I BE ABLE TO PICK THEM UP? (Revised 8/11)

Books on hold at Dorris Van Doren, Esperanza Acosta Moreno, and Richard Burges Libraries before the Library system closed in March are still on the hold shelves at those locations. Each person with a hold will be called by Library staff to see if they would still like to check out their materials. If so, staff will place these items for curbside pickup service beginning on August 17.

WHEN AND HOW CAN I RETURN MY CURRENTLY BORROWED LIBRARY ITEMS? (Revised 8/11)

We will be accepting library items returns, on a limited basis, beginning Friday, August 14. The book return bins at Main, Esperanza Acosta Moreno, Dorris Van Doren, and Richard Burges branches will be unlocked on Fridays, from 10am-6pm, or until they are full. All items must be returned directly into the book returns. The bins will then be relocked and the items will stay in quarantine for several days before being removed and checked in. Because of the necessary delay in checking items in, no fines will be accrued on these items during this period of time where we are working to receive the many thousands of items that are currently checked out.

WHEN WILL THE LIBRARIES OPEN? (Revised 8/11)

City Leadership is evaluating the reopening of the Library. Because of tight budgetary constraints caused by the COVID-19 crisis, all public library branches in El Paso will remain closed through this summer, and most likely into the fall, as well. Our staff are posting numerous program offerings on our Face Book

page. Additionally, we have research databases, magazines, books, audio books, television series, movies, and music available electronically to all EPPL cardholders. And, even though our facilities will remain closed to the public, we will have contactless drive-through pickup service available at several branch locations (please see our website for full details.)