

## **TEMPORARY ONLINE LIBRARY ACCOUNTS: INSTRUCTIONS FOR REGISTERING and/or RENEWING (same procedure for both)**

Thanks so much for contacting the El Paso Public Library. We hope that all is well with you and yours during these extraordinary and challenging times.

Normally, patrons are required to visit one of our branch locations in person to submit their registration or renewal applications and show their supporting documentation. But, as these are definitely not normal times, we are offering an online registration procedure so that patrons may obtain a temporary card. This can be done by using the link, given below, that is on our library website. Please note that although it is titled "online registration form" we are currently using it for both temporary online registrations as well as temporary online renewals.

Once you submit your completed online application, please allow at least 48 hours for your application to be processed. If you apply close to the weekend, you might not hear back until the following week. When you are good to go, you will receive an email with your new temporary card number. You will then need to go to the library's website and download the apps, using your new card # and your PIN (You select your own PIN. Please remember that it must be a 4-digit combination. Our system cannot process letters and characters in PINs.) Do remember that this temporary card will be automatically expired when we re-open, and you will then need to come in person to establish your permanent library card account. In the meantime, we hope you enjoy our digital offerings.

To apply for a new card, or to renew your existing account, please go to:

[https://elpasopl.ent.sirsi.net/client/en\\_US/default/search/registration/\\$N/SYMWS/true?](https://elpasopl.ent.sirsi.net/client/en_US/default/search/registration/$N/SYMWS/true?)

To download your apps, please go to:

<http://www.elpasolibrary.org/explore/downloadable-books-and-media>

We appreciate your patience, and hope to see you at one of our branch locations when we re-open.

### **I HAVE FINES ON MY ACCOUNT? HOW CAN I PAY SO THAT I CAN CHECK OUT ITEMS?**

At this time, we are unable to process any cash or check payments. We ask that you use the SmartPay option on our website:

<http://www.elpasolibrary.org/using-the-library/pay-a-fine>

If your fine is less than \$1.00, please apply for a temporary online library card (see links, above). This will enable you to borrow items until we are able to accept payments again. Once we return back to normal, this temporary card will be automatically expired, and you will be able to visit your most convenient library branch location to pay your fines and regain your full library borrowing privileges.

### **HOW CAN I PAY FOR A NON-RESIDENT CARD WHILE YOU ARE CLOSED TO THE PUBLIC AND NOT TAKING PAYMENTS?**

We are so sorry, but EPPL is not currently issuing any non-resident fee cards at this time. The fee is payment for "full library privileges" and we are not able to provide full privileges at this time. All current non-resident card holders, whose cards were due to expire during our extended closure, had their expiration dates extended to October 1, 2020.

**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.)

**HOW DOES CURBSIDE WORK? WHEN/HOW CAN I GET MY PICKUP APPOINTMENT BOOKED?  
(Revised 1/27/21)**

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**

Irving Schwartz Branch  
1865 Dean Martin  
915-212-0315  
**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**  
Memorial Park Branch  
3200 Copper  
2pm – 6pm

**Wednesday**  
Clardy Fox Branch

5515 Robert Alva  
2pm – 6pm

**Thursday**

Sergio Troncoso Branch  
9321 Alameda  
2pm-6pm

**Friday**

Armijo Branch  
620 E. 7<sup>th</sup> St  
11am-4 pm

**Saturday**

Judge Marquez Branch  
610 Yarbrough  
11am – 4pm

When your items are available, you will receive notification from your designated pickup location. You will then be able to drive by on the next scheduled Curbside Pickup day to check your items 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.

**WHERE ARE THERE COMPUTERS AVAILABLE FOR PUBLIC USE? NEITHER EPCC nor UTEP HAVE THEM AVAILABLE AT THIS TIME**

**Office Depot:**

You may print, either from your email or from a USB, but no surfing or composing documents.  
Charges: B&W – 15 cents per page; Color - \$1.00 per page

**FedEX**

Numerous options below

You may send a print job directly to the Fed EX copiers, from your phone, by sending it to:  
[printandgo@fedex.com](mailto:printandgo@fedex.com)

You will receive a text with a code. Go to your most convenient FedEX location, use the code at their copiers, and print out your document. Charges are B&W .13 per page/Color .60 per page.

Computers are available for public use, for a fee. There are several options available:

- If you want to surf internet, or just check your email, the charge is .39 per minute.

- If you want to create a document using software like EXCEL, PowerPoint, or Word, the charge is .55 per minute.
- In addition to the per minute usage fee, printing fees are B&W .50 per page, Color \$1.00 per page.

Fed Ex Office Print & Ship Center

6600 Montana

915-781-1616

(They have 3 computers available for public use - \$0.39 per minute, \$0.59 per page to print in black & white)

For NE folks: **Postal Solutions on Hondo Pass**- they have only 1 computer available for the public.

### **UPS Stores**

**UPS stores** are independently owned and operated, which means that each store will be different. I would suggest that patrons call to verify what, if any, services are offered at their local UPS store. But, for reference's sake, here is what my store does:

Computer use 1-15 minutes: \$3

Printing: B&W .25 per page, Color .32 per page

[https://www.borderplexjobs.com/files/html/AEL\\_UNIVERSAL\\_1.pdf](https://www.borderplexjobs.com/files/html/AEL_UNIVERSAL_1.pdf)

### **WHEN AND HOW CAN I RETURN MY CURRENTLY BORROWED LIBRARY ITEMS? (Revised 1/27/21)**

We will be accepting library items returns, on a limited basis, beginning Friday, February 5. The book return bins at Main, Irving Schwartz, 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.

### **CAN I RETURN MY HOTSPOT IN YOUR BOOK DROPS? (Revised 1/27/21)**

Normally, hotspots must be returned to library staff in person, and during opening hours. However, as these are not normal times, we are making an exception in order to enable our patrons to return their borrowed items. All library items, hotspots included, may be returned to the Book Drops at the Main, Richard Burges, Irving Schwartz, or Dorris Van Doren branches on Mondays, between 10am-6pm. Please secure your hotspot package as best as you can, whether inside a plastic grocery bag, or with rubber bands. Staff will notify you of the charges should any of the items be missing upon check in.

Returns are only being accepted on Mondays, directly into the Book Drops. When the bins are full, the Book Drops will be locked until the following Monday. Items remain quarantined inside the Book Drops for several days before staff will remove them and check them in. Because this is an extended process, no fines will be charged for items that are not checked in by their due date, as long as they are returned in good condition.

We deeply appreciate your patience and understanding.

## **WHERE CAN I APPLY FOR A PASSPORT?**

Answer: Go to [www.usps.com/scheduler](http://www.usps.com/scheduler) to make an appointment online, or call one of the following local U.S. Post Offices:

- El Paso Main Post Office at 8401 Boeing Dr. – 915-780-7571
- Washington Park Post Office at 4400 E. Paisano St. – 915-532-3147
- Northgate Post Office at 5249 Sanders Ave. – 915-755-3123
- Sunland Park Post Office at 3500 McNutt Rd. – 575-589-7548
- Sandy Creek Post Office at 2100 George Dieter – 915-856-1516

## **I NEED TO REGISTER TO VOTE-WHERE DO I GET MY VOTER REGISTRATION FORM?**

Answer: You can pick up a voter registration application at any Post Office.

## **DOES EPPL CURRENTLY OFFER ANY ONLINE CITIZENSHIP CLASSES? (ADDED 8/25/20)**

EPPL's current citizenship instruction is limited to the tutorial modules found in Learning Express, located in our TexShare databases. Please send me your library card number, and after I verify your account status I will send you the log in credentials.

If you need to register for a library card, please fill out the temporary online registration form on our website, or use the link, below:

Once you submit your completed online application, please allow at least 48 hours for your application to be processed. If you apply close to the weekend, you might not hear back until the following week. When you are good to go, you will receive an email with your new temporary card number. Send me your library card number, and I will send you the TexShare log in credentials. Do remember that this temporary card will be automatically expired when we re-open, and you will then need to come in person to establish your permanent library card account. In the meantime, we hope you enjoy our digital offerings.

To apply for a new card, or to renew your existing account, please go to:

<http://www.elpasolibrary.org/using-the-library/corona-virus-borrowing-measures>

Another option for online citizenship tutorials is to go to <http://www.USCIS.gov> there is an excellent Citizenship Resource Center for persons preparing for U.S. Citizenship. In fact, our library staff used this site to plan and implement their class in our library facilities.

## **MANGO LANGUAGES INSTRUCTIONS (ADDED 9/15-20)**

When a patron uses the service for the first time it is easiest if they click the link on our EPPL app or our website (<https://connect.mangolanguages.com/elpasotexas/start>) to register. It will ask for their home

email (doesn't need to match what is listed in their card) and to create a password. They will be then automatically be prompted to link their card number/ pin.

If a patron skips that step and downloads the app first, they can still register using an email but will just have access to the free version. They would need to click find free Mango resources and search for our library. It's similar to Overdrive where a patron can link different libraries to their main email account.

Accounts that existed previously were saved.