

## Child Resource Center Lending Library Curbside Service FAQ

### What is the Irvine Child Resource Center (CRC) doing to protect the public and its staff?

In addition to State and County health guidelines, the CRC handles all library materials in accordance with the California State Library COVID-19 guidelines. All staff members are required to wear a face mask and practice social distancing. Library books are quarantined for 72 hours after return, and surfaces are cleaned where the items sit. Educational toys are sanitized after each use.

Members picking up library items are highly recommended to wear a face covering to help protect staff and prevent the spread of COVID-19. This face covering recommendation SHALL NOT APPLY to the following persons:

- Children under 2 years old
- Anyone with trouble breathing
- Anyone unable to remove the mask without help
- Anyone with a medical condition, mental health condition, or disability that does not allow them to wear a mask

### Who can use contactless curbside pick-up?

Contactless curbside pick-up is available for CRC library members. Call 949-724-6721 or visit [yourirvine.org](http://yourirvine.org) to join.

### What are the hours of contactless curbside pick-up?

Contactless curbside pick-up is offered Monday through Thursday from 12 – 5:30 p.m.. Pick-ups are available in the CRC lobby from 5:30 – 7 p.m..

### How can I renew my membership online?

To check on the status of your membership, visit [yourirvine.org](http://yourirvine.org) or call the CRC at 949-724-6721 for assistance.

### How long can I keep library materials?

Materials may be borrowed for the regular loan period of two weeks.

### How do I reserve items?

You can reserve materials using the online catalog found at [www.cityofirvine.org/crc](http://www.cityofirvine.org/crc), use your membership number to login and “reserve”. No password is needed. [Click here](#) for additional instructions. If you need assistance reserving items, please call the CRC at 949-724-6721.

### **What if I cannot decide what items to reserve?**

We have pre-selected Librarian's choice bundle of 6 books ready for pick up during our service hours of 12 to 7 p.m. Simply arrive at the CRC, park in a designated space, give us a call, and we'll bring you a great selection of hand-picked items. For specific requests, on a certain topic or based on your child's age, please call the CRC and we are happy to assist you.

### **How will I know when my reserved items are available?**

After reserving your items, please wait for an email confirmation before heading to the CRC to pick up your materials. If you are unable to pick up your items on the day you receive your notification, please call the CRC at 949-724-6721.

### **How many items can I check out at one time?**

You may check out up to six books, DVDs, CDs, or audiobooks and two educational materials (toys) at one time.

### **Are toys or literacy kits available for check out?**

Yes, only materials that can be cleaned and sanitized in between use are available.

### **Who can pick up my items?**

Any designee may pick up your items; however, they must give staff your membership number over the telephone to pick up your items. Staff will not release items to people without a membership number.

### **Where can I find my membership number?**

On your CRC membership card, or log into your yourirvine.org account.

### **Do I have to wait for the notification that my items are available before coming to the library?**

Yes. Please wait until you receive an email confirmation that your items are ready for pick up. We are a small library and will do our best to accommodate all orders in a timely manner 😊

### **What if I no longer want to check out the items I have reserved?**

You may cancel your reservations at any time by calling the CRC for assistance.

### **How do I renew items?**

Call the CRC to renew items. Items eligible for renewal include: books, cds and dvds.

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

You can return library materials in the bins provided in the curbside area during curbside service hours, 12 – 5:30 p.m., Monday – Thursday. Please make sure to call the CRC if you are returning items. Items dropped off after 5:30 p.m. can be returned to the bins in the CRC lobby.

**Can I come inside the building to browse and select items?**

Yes, the library is open for in-person services, by appointment only. Please call 949-724-6721 or email [childcare\\_office@cityofirvine.org](mailto:childcare_office@cityofirvine.org) to schedule an appointment during Lending Library hours of 12-7 p.m. Monday through Thursday.

**Where can I find up-to-date and accurate information about the COVID-19/coronavirus?**

For information and updates related to COVID-19 in Orange County, please visit the OC Health Care Agency's COVID-9 website at <https://occovid19.ochealthinfo.com/>