



Frequently Asked Questions (FAQs)

How many people will be allowed in the Library building?

The Library will only be able to accommodate a limited number of people inside the facility during the designated time. There will be thirty (30) people allowed into the Civic Center Library and twelve (12) people allowed into the Mission Branch Library at one time. There will be 5 computers on the second floor, 2 computers in the Teen Zone and 2 computers in the Children's area available for public use at the Civic Center Library and 6 at the Mission Branch Library. Please wait outside, maintain six feet of distance between yourself and other customers, and wait until invited to enter the Library.

Are face coverings required?

The Library is a FACE COVERING ZONE. To protect our customers and employees, all people in the Library will be asked to wear a face covering that covers their mouth and nose at all times. You must bring your own mask. Cloth face coverings should not be placed on children younger than two years of age, anyone who has trouble breathing, is unconscious, is incapacitated or otherwise unable to remove the cover without assistance. Children or other individuals who are unable to wear a face covering will be asked to stay with a parent or adult guardian at all times.

What safety precautions are being taken to make sure the books and surfaces in the Library are safe to touch?

Hand sanitizer has been placed around the Library for customers and staff to use. Customers are encouraged to use the disinfecting wipes or products as they use self-checkout machines and are welcome to use the products after their use to wipe down the machine. Keyboard covers are available for public use and staff will monitor the areas to maintain adequate supplies. Most books or items are being kept isolated for 96 hours before checkout. Items or books being checked out more quickly, such as for delivery, or as judged otherwise are wiped down with disinfecting wipes, kept waiting 5-10 minutes to dry (to kill viruses), and kept on wiped-down/sanitized surfaces.



Frequently Asked Questions (FAQs)

Can I sit in the Library and read a book or the newspaper?

Temporarily, there will be no seating. We ask that customers obtain their Library materials or services, and then exit the Library building.

Can I use the Study Rooms?

The Study Rooms are not available for use at this time.

Can I use the computer?

Computer use is confined to 30-minute sessions only and stations are set up to provide physical distancing. Library staff will not be able to physically touch keyboards or computer mice. The Library's wifi, Oceanside Guest, requires no password and remains available 24/7. It can be accessed outside of the building with your own device.

Are the printing, faxing and scanning services available?

Yes, these services are available on a self-service basis only. Printing is only available in black and white, and costs \$.15 per page. Faxing and scanning are free. We ask that when you use these services, you observe social distancing guidelines.

Can I use the restroom or the drinking fountain or charge my phone?

The restrooms and the drinking fountain are available for use at this time. The ability to charge your phone or other devices is not available.

How do I get the books I've placed on Hold?

You will have the option to visit the Library and retrieve your Holds, or Home Delivery if available for your address.



Frequently Asked Questions (FAQs)

Can I check out books if I have fees on my account?

We understand the difficulty of this current time and strive to be flexible with fee statuses. Please talk with library staff and they will help resolve any issue.

Will there be storytimes or other in-person Library programs?

The Library has temporarily suspended all in-person programs. We've have moved many of our programs, such as storytimes and book clubs, online. Please visit our social media pages on Facebook, Instagram and Youtube, as well as our website at www.oceansidepubliclibrary.org for more information.

I signed up for a digital Library card. Can I come to the Library and check out physical books?

If you signed up for a digital card and visit the Library to check out books, please bring your picture ID and proof of current address to make sure your account is able to check out physical material.

Can someone other than myself pick up my Holds?

You must have the Library card or Library card number to pick up corresponding Holds.

Can I bring items to return?

Yes, you can return any items you have checked-out. Items can be returned in the Book Returns outside of the Library and will be quarantined. Return bins are available inside the Civic Center Library and near the entrance of the Mission Branch Library for toys and Nature Backpacks being returned, but these items are not available for checkout at this time.



Frequently Asked Questions (FAQs)

When will the Library resume full service?

The Library does not have a set date to resume full service. Staff are closely following the guidelines set by the Governor and the County Health Officer.

Are the Friends of the Library Bookstores open?

The Friends of the Library Bookstores are currently closed.

I cleaned out my garage and have books to donate. Can I take them to the Library?

The Library is not accepting donations at this time. Please check back with us at a later date.

Am I able to volunteer at the Library?

Currently, we are not able to accommodate adult volunteers, although our teen volunteers are actively contributing with online book recommendations and other projects.