City of Commerce Public Library
Curbside Pickup FAQ

What libraries are offering Curbside Pickup?
Rosewood Main Library – 5655 Jillson St. Commerce, CA 90040

When and what times are pickups available?
Monday – Friday from 10am-5:30p.m.

Who can use Curbside Pickup?
Curbside Pickup is available for current library card holders. Curbside Pickup is not currently available for Digital Card Holders.

How do I reserve items?
You can reserve most titles online or over the phone. At this time, those with Digital Library Cards cannot request items for Curbside Pickup. Digital cardholders only have access to our electronic resources.

How many items can I check out?
A limit of 10 items per cardholder can be checked out.

How long can I keep the items for?
Two weeks and you can renew if there are currently no holds for the item.

What if I no longer want to check out the items I have on hold?
Please call 323-722-6660 and cancel your holds.

How does Curbside Pickup work?

1. Reserve your items online at www.cocpl.org or over the phone at 323-722-6660.
2. If you reserve online, once your items become available you will be notified.
3. If you reserve over the phone, you will instantly be notified if we have the item available for pickup.
4. Once notified, you may the pick up your library items during Curbside hours by the end of the day.
5. When arriving, follow the posted signs to find the designated parking area.
6. Call the library and notify staff you are outside.
7. You may have your items delivered to your car or you can pick them up from the table outside the library.
8. If you want to have them delivered to your car, please STAY IN YOUR CAR and one of our staff members will approach your window from a safe distance and ask you to open the trunk of the car or the back seat door to place the items.

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9. If you want to pick them up at the table, please wait after staff member places materials on the table to pick them up.

**How long can I keep checked out materials?**
You can keep your library materials for 2 weeks.

**How do I renew items?**
You may renew your items online or over the phone. To renew online, visit [www.cocpl.org](http://www.cocpl.org) and click on My Account. You may renew items if no one else has requested them, and if the renewal limit has not been reached.

**Where do I return items?**
You may return your library materials in the bookdrops outside Rosewood Library. All items are placed in quarantine for 72 hours before being placed back on shelves. Please allow 72 hours before your account will show your items as returned.

**Please note:** the book drops at our other three locations are still closed. Items can only be returned at Rosewood Library.

**I returned my items, but my account says they are not checked back in yet.**
In order to ensure the safety of customers and staff, we are placing all returned items into quarantine for 72 hours before checking those items in. Your items should be marked returned shortly after that time period.

**What are the safety precautions your staff is taking?**
All staff members are required to wear gloves, a face mask and will practice social distancing from other staff members and members of the public during the curbside service.

**What if I don’t have a car, but still want Curbside Pickup?**
We are offering walk-up service where you will be able to pick up your library materials from a table right outside the library doors.

**Will the library charge late fees on items I check out?**
We do not charge late fees on any Children’s material, but all other material (DVDs, teen and adult books, etc.) checked out through curbside service will incur late fees if not returned or renewed within two weeks. All items checked out before our closure on March 16th will continue to be extended and will not incur late fees.
How do I print using mobile printing?
Go to the library’s website cocpl.org, click on mobile printing, and follow the prompts. Documents are then sent to the library’s printer.

From which mobile devices can I print?
You can print from any mobile device.

How many pages can I print?
The library provides ten free black and white copies.

What do I do after I have sent my document to the library’s printer?
Once you have sent your print job, call the library at (323) 722-6660 to notify the staff of your print job, the email address used, and your phone number. Please be aware that it may take up to an hour for the library to receive the print request.

How will I know my print job is ready?
Staff will notify you when your print job is ready for pickup.

How do I pick up my documents?
Follow the same steps as Curbside Pickup for library material:
1. Once notified, you may pick up your documents during Curbside hours by the end of the day.
2. When arriving, follow the posted signs to find the designated parking area.
3. Call the library and notify the staff you are outside.
4. You may have your items delivered to your car, or you can pick them up from the table outside the library.
5. If you want to have them delivered to your car, please STAY IN YOUR CAR, and one of our staff members will approach your window from a safe distance and ask you to open the trunk of the car or the back seat door to place the items.
6. If you want to pick them up at the table, please wait after the staff member places materials on the table to pick them up.

How long do I have to pick up my documents?
Print requests must be picked up the same day. Print jobs are deleted from the system after 24 hours.