

# Talk To A Librarian

## Quick Reference Guide

### Question Type

#### ACCOUNT

Issue New Library Card

<https://pueblopl.bywatersolutions.com/cgi-bin/koha/opac-memberentry.pl> (external)

<https://staff-pueblopl.bywatersolutions.com/cgi-bin/koha/members/members-home.pl>

Library Card or Pin Number

<https://catalog.pueblolibrary.org/MyAccount/EmailResetPin> (external)

<https://staff-pueblopl.bywatersolutions.com/cgi-bin/koha/members/members-home.pl>

Connect Ed Card

the student must know their Student ID and birthdate:

Library Account: D60+ student ID (example: D60123456)

OR D70+student ID (example: D7012345) OR PSAS+student ID (example: PSAS1234567)

PIN: mmddyyyy (example: 02142010)

<https://staff-pueblopl.bywatersolutions.com/cgi-bin/koha/members/members-home.pl>

Update Account Information, Due Date, Renewal, Fines

<https://staff-pueblopl.bywatersolutions.com/cgi-bin/koha/members/members-home.pl>

#### PROCEDURAL

Returning Materials

All materials checked out and holds currently in-place will be maintained until 5/31. Patrons are asked not to return books and other library materials via library drop boxes even if the items are due for return. No fines will be assessed during this time.

<https://www.pueblolibrary.org/covid19> (external)

ILL

No decisions made yet, but future ILLs are unlikely (statement from Jill when decision is made)

Library reopening date

Pueblo City-County Library District has extended its closure of library locations to the public through **May 3, re-opening May 4**. <https://www.pueblolibrary.org/covid19> (external)

Checking out laptops or hotspots during closure

Currently not available

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### Fines Overdues Restrictions

No editing or changing of fines due until we reopen, direct concerns to

[Nichole.lawless@pueblolibrary.org](mailto:Nichole.lawless@pueblolibrary.org) or [Jill.kleven@pueblolibrary.org](mailto:Jill.kleven@pueblolibrary.org)

<https://staff-pueblopl.bywatersolutions.com/cgi-bin/koha/members/members-home.pl>

### Meeting room reservation/cancellation

Meeting rooms currently cancelled through 5/31/2020

<https://pueblocitylibrary.evanced.info/>

## REFERENCE

### At-home learning support

<https://www.pueblolibrary.org/homeschoolhub>

<https://www.pueblolibrary.org/adultlearnerprogram>

### Community Resources

[bit.ly/pueblofoodresourcedoc](http://bit.ly/pueblofoodresourcedoc) (local food resources)

<https://bit.ly/39SxqbH> (Pueblo business resources including business loans and banks)

<https://www.colorado.gov/pacific/cdhs/supplemental-nutrition-assistance-program-snap> (apply for snap)

[Puebloemergency.info](http://Puebloemergency.info) Local information offered by the Pueblo Sheriff Dept. includes volunteer needs, housing, local covid 19 information, more)

### COVID-19

<https://covid19.colorado.gov/>

[www.cdc.gov](http://www.cdc.gov)

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

<https://www.who.int/>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

### Testing information and sites:

<https://covid19.colorado.gov/testing>

### General Reference/Research

### Ballot Drop Off

- The drop off box that was at GIO will be relocated to LaGree's starting on the 30th
- I noticed one at Lamb....do any other locations have one?

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### Government Documents

#### Stimulus questions

Where is my stimulus?

<https://www.irs.gov/coronavirus/get-my-payment>

#### Coronavirus Tax Relief and Stimulus payments

<https://www.irs.gov/coronavirus-tax-relief-and-economic-impact-payments>

#### Non-filers can enter payment information

<https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here>

#### Tax forms

<https://www.irs.gov/forms-instructions>

<https://www.colorado.gov/pacific/tax/forms-by-tax-type>

<https://www.pueblounitedway.org/vita> (vita)

VITA will be resuming some tax preparation (on a drop off basis) May 15th. Refer callers to Judith 719-367-2837.

#### Unemployment

<https://www.colorado.gov/pacific/cdle/unemployment>

#### Census

<https://2020census.gov>

#### Colorado page

[https://demography.dola.colorado.gov/census\\_2020/](https://demography.dola.colorado.gov/census_2020/)

#### DMV

<https://www.colorado.gov/dmv>

#### Grants/Funding

Amy :)

#### Health

<https://www.nih.gov/health-information>

(Fitness resources)

<https://www.hhs.gov/fitness/resource-center/physical-activity-resources/index.html>

#### National Suicide Prevention Hotline

1-800-273-8255

#### Job Search

<https://yourworkforcecenter.com/>

<https://www.usajobs.gov/>

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### Quick Reference Guide

<https://www.indeed.com/>  
<https://www.monster.com/>  
<https://www.careerbuilder.com>

Phone number/address

[www.dexknows.com](http://www.dexknows.com)  
<https://www.yellowpages.com/>  
[www.usphonebook.com](http://www.usphonebook.com)  
[www.whitepages.com](http://www.whitepages.com)

Program/ Service Information

Physical programs are not currently available,  
<https://www.pueblolibrary.org/virtualprogramming>

Readers' Advisory

<https://www.pueblolibrary.org/bookrecommends>  
<https://www.whatshouldireadnext.com/>

Referral list:

Nicki Lawless - circ supervisor, I can discuss fines, collection activities, help with meeting room cancellations and bookings, great with technology, troubleshooting of ebooks etc.

Kirsten Dees- Early Literacy Librarian, I can answer questions about storytime, Read Out Loud, Children's programs, outreach visits.

Maria Kramer - Youth Services Manager. I can answer question about children's programming, RRA directed at youth, resources for youth, and especially about Summer Reading and Idea Con.

Sharon Rice- Makerspace Educator. Can answer all questions regarding 3D printing including what the library is doing to create and support the production of personal protective equipment in our local area.

Elizabeth Flores--Collection Development: Patron requests; Print orders for adults, kids, and teens; anything related to Overdrive, especially troubleshooting tough issues

Aaron Ramirez - Librarian Archivist: Special Collections. I can answer questions about our archival collections and local history, including navigating our finding aids through ArchiveSpace, our digital collections, and the COVID-19 memoir project..

### Technology

Computer Assistance

Service is currently unavailable, <https://www.pueblolibrary.org/oneononetechhelp>

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(Technology trainings)

<https://ezproxy.pueblolibrary.org/login?url=http://main.pueblolibrary.co.brainfuse.com> (external)

<http://cws.web.unc.edu/handouts/>

<https://www.digitallearn.org>

<https://edu.gcfglobal.org/en/subjects/tech/>

Databases

<https://www.pueblolibrary.org/onlineresourceslist>

Downloads / Streaming

<https://www.pueblolibrary.org/digitalmedia>

eBooks

<https://www.pueblolibrary.org/digitalmedia>

Email Assistance

<http://cws.web.unc.edu/handouts/>

<https://www.digitallearn.org/courses/intro-to-email>

Microsoft Office, other programs

<https://support.office.com/en-us/office-training-center>

<https://www.digitallearn.org/courses/microsoft-word>

Personal Device

Service is currently unavailable, <https://www.pueblolibrary.org/oneononetechhelp>

Printing

Office Depot is still open to provide print/copy services. The customer can either take a jump drive with the file on it to the store or email the document to [ods02649cpc@officedepot.com](mailto:ods02649cpc@officedepot.com).

They will print it when the customer comes into the store. B&W copies are \$.16 per page (one or two-sided) and \$.79 for color.

Other

Community:

Health Solutions crisis living room

Emergency Crisis Services

1310 Chinook Ln

Pueblo, CO 81001

Phone: 719.545.2746

<https://www.health.solutions/services/emergency-crisis-services/>

## **Talk To A Librarian**

### **Quick Reference Guide**

Domestic Violence 24/7 hotline

719-545-8195

Pueblo YWCA

<https://www.ywcapueblo.com/category/who-we-are/>

Rape crisis 24/7 hotline

719-549-0549

<https://www.rapecrisisservices.org/>

Care and Share:

<https://careandshare.org/>

Local food distribution:

[https://careandshare.org/findfood/location-search-results/?address%5B0%5D=81001&post%5B0%5D=locations&tax%5Bpantry-days%5D%5B0%5D&distance=20&units=imperial&per\\_page=10&lat=38.306019&lng=-104.542222&form=1&action=fs](https://careandshare.org/findfood/location-search-results/?address%5B0%5D=81001&post%5B0%5D=locations&tax%5Bpantry-days%5D%5B0%5D&distance=20&units=imperial&per_page=10&lat=38.306019&lng=-104.542222&form=1&action=fs)

Here is a spreadsheet of all Pueblo food distribution locations with days & times:

[https://docs.google.com/spreadsheets/d/1qTlP\\_Dh-niqJ4FNcG2svM5xzQLk6KxekAmU\\_M-Ng8M/edit#gid=2087028684](https://docs.google.com/spreadsheets/d/1qTlP_Dh-niqJ4FNcG2svM5xzQLk6KxekAmU_M-Ng8M/edit#gid=2087028684)