

## Frequently Asked Questions

### **How will I know my hold items are ready for pickup?**

You will receive an email or phone notification, based on the preference selected in your account. Wait times for holds are currently longer than usual. Thanks for your patience.

### **How do I return materials?**

Beginning July 24, the exterior book drop will remain open at all times.

### **Do I need a library card?**

Yes, patrons must hold a library card registered with the Vineland Public Library to use curbside pickup. Please contact the library to find out how you may gain access to digital materials with a Temporary Card. We cannot give out library cards to borrow materials until the library opens.

### **What if I have mobility issues and cannot leave my vehicle?**

If a patron experiences mobility issues, we can provide an accommodation such as placing bagged items in the trunk of your vehicle. Please request this when you call. Patrons must open the trunk themselves and must stay in their vehicles.

### **What if I don't have a car?**

Patrons may still request curbside service without a vehicle. Please notify staff when you arrive at the library, wear a mask and practice social distancing by staying 6' away from other people in the pickup area.

### **What materials are available for pickup?**

Patrons may request any item from our circulating collection including books, magazines, DVDs, audiobooks, etc. Reference books and newspapers are not available.

### **Can you look for specific items or provide reading suggestions?**

Yes! Contact us at the Reference desk at 856-794-4244 ext. 4243 or the Children's desk at 856-794-4244 ext. 4246 or email [Reference@vinelandlibrary.org](mailto:Reference@vinelandlibrary.org) for reading suggestions.

### **What if I have fines or I'm over the checkout limit?**

Your account must be in good standing. There must not be any previously billed items on the account. To pay for your fines, you can send a check to the library with your library card on it, or put it in an envelope with your library card on it and place in the book drop.

### **Can I place a hold via telephone?**

Yes, please call us Monday - Thursday from 10:00 AM - 2:00 PM & 3:00 - 6:00 PM; and Friday from 11:00 AM - 4:00 PM. at the Reference desk at 856-794-4244 ext. 4243 or the Children's desk at 856-794-4244 ext. 4246.

### **What are you doing to protect the safety of patrons and library staff?**

- The contactless curbside pickup model we are using provides maximum social distancing for the safety of our patrons and our staff.
- Staff will use gloves and cloth face coverings in accordance with New Jersey workplace safety policies and CDC guidelines.
- Patrons should return to their vehicle and exit the library, or if on bicycle, or walking, patrons must leave the area in order to allow the next patron in line to pick up their items. All patrons must stay 6 feet apart from any other person who may be picking up their materials. If you notice patrons at the pickup area, please remain in your vehicle until the previous patron has departed.

### **Why are you using plastic bags for pickup items?**

Plastic bags are used to protect patron privacy, protect physical materials, and limit unnecessary contact.