

The Ocean City Free Public Library is excited to offer “Curbside Pickup Service” beginning Monday, June 22nd. This service allows patrons to borrow library materials without coming into the building. The physical Library building is still closed to the public until further notice.

Guidelines:

- *The OCFPL’s curbside pickup service will allow our library patrons to borrow all library materials and we will also offer items for pickup such as computer-generated printouts, hotspots and children’s craft or activity kits.*
- *Pickup times will be Monday through Saturday 11am to 4pm.*
- *All curbside pickup services will be from the Library’s 17th Street entrance.*
- *A limit of 10 items per patron may be requested for pick up at a time, with only 1 pickup per day allowed.*
- *You may pick up items from multiple cards.*
- *Your account must be in good standing. Due to the pandemic, the Ocean City Free Public Library is currently not charging overdue fines; however, there must not be any billed items on the account.*
- *Please address any questions or comments regarding the OCFPL’s curbside pickup services to curbside@oceancitylibrary.org*
- *Materials may be returned in the book drop beginning Monday, June 22nd.*
- *We are still NOT accepting Material donations at this time.*

Procedures:

- **Place items on hold.**
 - *Use our website www.oceancitylibrary.org to search our library catalog for items or call the Reference desk at 609-399-2434 x5231*
 - *Place items on hold, **and choose the “curbside” location for pickup.***
- **Wait for notification, then call us to schedule pick up.**
 - *You will receive an email or phone notification when your hold is available for pickup. (Wait times for holds are currently longer than usual).*
 - *After you receive notification, call the library 609-399-2434 and have your library card number available.*
 - *Staff will schedule a time for you to pick up materials. Pick up times are staggered to encourage social distancing.*
 - *Staff will check out your items and put them in a plastic bag.*
 - *Bags will be labeled with the last 5 digits of your library card number.*
- **After calling, pick up your items at the curbside location.**
 - *All curbside pickup services will be from the Library’s 17th Street entrance.*
 - *Patrons are to follow signs and pull into a parking space in front of the entrance.*
 - *Patrons arriving in vehicles may request the option of having bags placed in their trunk or picking up bags from the cart.*
 - *Bags will be on a cart outside the building by the 17th street entrance.*
 - ***If you choose to pick up your bag from the cart, you must wear a mask.***
 - *Find your bag labeled with your hold pickup number (this is the last 5 digits of your library card number).*
 - *Grab your bag and enjoy!*
 - *Items not picked up within the allotted time will be re-shelved.*
 - *Please be sure to maintain a social distance of 6 ft. to protect the health and welfare of our staff and other patrons*

FAQ

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?

Book returns are open.

For the safety of our staff and patrons, returned items are quarantined for 72 hours and/or sanitized with UV light. As a result, returned items may appear on your library account for 3 days after their return to the library.

Do I need a library card?

Yes, patrons must hold a library card registered with Ocean City Free Public Library to use curbside pickup. If you do not have a library card, please contact the library.

Please note that temporary e-cards can only be used for online services.

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.

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 609-399-2434 ext. 5231 or email Reference@oceancitylibrary.org for reading suggestions.

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

Due to the pandemic, the library is not currently charging or collecting fines. The checkout limit is set at 30 items. If your returned items are still showing on your library account due to the 3 day materials quarantine, please contact us at 609-399-2434x5223 or email kathryn@oceancitylibrary.org.

Can I place a hold via telephone?

Yes, please call us at 609-399-2434 x5231.

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.

All returned physical materials have been quarantined for 72 hours and /or sanitized with UV light.

Patrons and staff should not approach one another and respect the need for social distancing. This may feel uncomfortable but is necessary to provide a safe, contactless pickup service.

If you notice patrons at the pickup cart, 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. Bags protect patron privacy and help separate materials to avoid the need for patrons to sort through items on the pickup cart.