

“OCFPL Curbside Pickup Service”

The Ocean City Free Public Library is excited to offer “Curbside Pickup Service.”
This service allows patrons to borrow library materials without coming into the building.

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 are Monday - Friday 9am to 6pm, Saturday 9am to 5pm, and on Sunday from 11am to 5pm.
- 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.
- Please address any questions or comments regarding the OCFPL’s curbside pickup services to curbside@oceancitylibrary.org.

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 x5226 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 confirming your scheduled time, pick up your items at the curbside location.**
 - All curbside pickup services will be from the Library’s 17th Street 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 table outside the building by the 17th street entrance.
 - 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 or bring materials to the circulation desk.

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.

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](mailto:Reference@oceancitylibrary.org) 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?

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, 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.