Frequently Asked Questions about Driftwood Public Library's Curbside Service

Who is eligible?

Any full-privilege Driftwood cardholder with an account in good standing (less than \$25 in item fees) is eligible for curbside service. Not sure you qualify? Give us a call at 541-996-2277 to check on your account.

How many items can I check out?

At this time, we are limiting our service to 10 items at a time per card per visit. We are limiting visits to one per household per week.

Can I return my items?

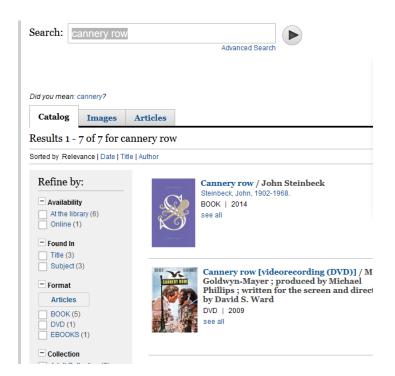
Yes, we are now accepting returns! You can bring your returns with you when you come to your curbside appointment and return them then. The book return in the parking garage is also now open 10 AM – 5 PM Monday, Tuesday, Thursday, and Friday. All returned items will be quarantined for up to 96 hours before they are handled by staff, so do not be concerned if it takes a few days for them to be removed from your account. The book drop located in the parking lot at the Lincoln Beach Thriftway is also open 24/7. We are not accepting donations at this time. Please don't put donated books in the book return.

What can I check out?

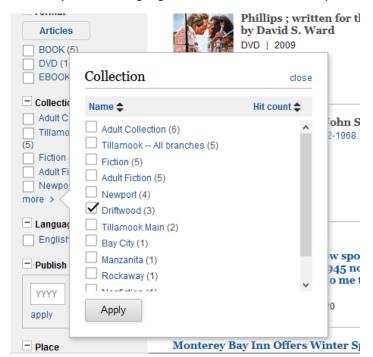
You can check out any items that you would check out under normal circumstances. DVDs, books, audiobooks, magazines, you name it. As of July, we are able to fulfill holds on Newport and Tillamook items, but these may take a week or longer to arrive. Items from Driftwood will be available to pick up much more quickly, assuming they are checked in.

How do I find items to request?

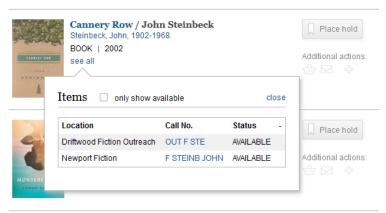
There are two ways to go about this. You can place holds on Driftwood items in the library through the library catalog. After logging in, search for the title or subject of the item you're looking for:



Then, use the facets on the left side of your screen to narrow your search to only items at DPL. You may have to click "more" on the menu to see Driftwood's name. You can also use facets to narrow your search by format, language, and other criteria. Once you've made your selection, click "Apply."

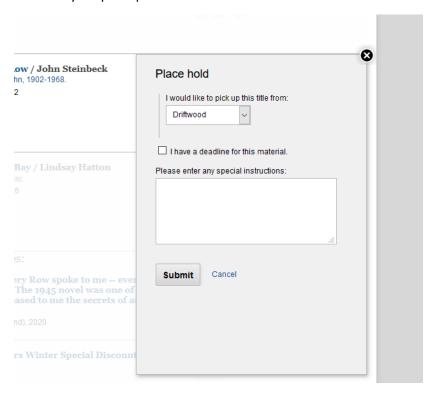


You can also click on "See all" under a title that you're interested in, to see if there is a copy available at DPL.



Top results for articles:

Once you've made your selection, click "Place Hold" and then "Submit." Please note that you must have "Driftwood" set as your pick up location. You're all set! Driftwood staff will be in touch with you to schedule your pick up time.



If you would prefer, you can also call DPL at 541-996-2277 or email <u>librarian@lincolncity.org</u> to request specific items, or to ask for items by a particular author or on a particular topic.

Where and how do I pick up my items?

At your scheduled pick up time, you will drive up to the library's staff entrance on Galley Avenue, behind the City Hall building. Galley Ave is between the City Hall building and Space Age Gas. Pull up to the red doors on the left side of the street. Remember that Galley is an active road: if there are other cars

already there, please pull into a parking spot rather than blocking the street, and use caution while entering and exiting your car. When you leave, please proceed up the hill as it is a one-way road.

Once you've arrived, remain in your car and call the library at 541-996-2277 and select "1" for curbside service. We will confirm your name and bring a bag of items out to the cart outside the red doors. Please wait for the library staff member to return to the building, then pick up the bag with your name on it.

If you don't have a cell phone, you may approach the red doors and either ring the bell or knock. A staff member will confirm your name through the door and wait for you to return to your car.

If you are on foot, you may ring the bell or knock; once staff have confirmed your name, please retreat at least ten feet to maintain physical distance.

Please understand that we would love to chat with everyone, but in order to keep both you and our staff members safe, we cannot. If you'd like to call us with questions, or even to chat briefly, we'd love to talk with you. Please respect our efforts to maintain physical distancing while you're picking up your items.

I have a question that's not answered here!

We love questions! Give us a call at 541-996-2277 or send us an email at librarian@lincolncity.org.

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