



Lodi Public Library  
Curbside Pickup FAQs

### What time can I pick up my items?

Curbside Pickup is available **Monday through Thursday, 11am to 4pm.**

### Who can use Curbside Pickup?

Curbside Pickup is available for current physical library card holders whose fine balance is \$20 or less. For the safety of our staff, we will not be able to process payments at curbside. Curbside Pickup is not currently available for Digital Card Holders. Digital cardholders only have access to our [electronic resources](#).

### Who can pick up my items?

Anyone may pick up your items, **but they must have your last name, first name, and library card number**. Staff will not release items to those without said information.

### How do I reserve items?

You can reserve most titles online or over the phone. Requests are limited to 10 items per customer at a time. There is no fee for this service. Once your hold is available, you will be notified. You will have 10 business days to pick up your item(s). After 10 days, your item(s) will be placed back on the shelves.

### What if I have items on hold but do not feel comfortable using the curbside service?

All items currently held will remain on the holds shelf for 10 days.

### What if I no longer want to check out the items I have on hold?

Please email [literacy@lodi.gov](mailto:literacy@lodi.gov) to cancel holds. Please include your last name, first name, library card number and the title of the item you want removed.

### How does Curbside Pickup work?

1. Reserve your items online through the [library catalog](#) or over the phone at 209-333-5566.
2. Once your items become available you will be notified. **You may then pick them up only during the 11am-4pm Monday-Thursday Curbside hours**. You do not need to call ahead or book an appointment. You will have 10 business days to pick up your item(s). After 10 business days, your item(s) will be placed back on the shelves.
3. When arriving, follow the posted signs in the library's parking lot to find the designated parking area.
4. **STAY IN YOUR CAR and text 209-332-5330 from the curbside signage.**



## Lodi Public Library Curbside Pickup FAQs

5. You will then receive a welcome text from Library staff asking for your last name, first name, library card number and what type of vehicle you're driving. Please open the trunk of your vehicle so the staff member may safely place your bagged items inside. Once the staff member is on the curb, customers may drive home and enjoy their items. Social distancing procedures will be strictly followed. Staff may not hold conversations, take returns, fine payments, or additional book requests while dropping off your materials.

### **How long can I keep checked out materials?**

The checkout duration for all materials is 3 weeks. You may renew each item twice if there are no holds on it.

### **How do I renew items?**

You may renew your items online or over the phone. To renew online, login to [your account](#). You may renew items if no one else has requested them, and if the renewal limit has not been reached.

### **Where do I return items?**

You may only return items via the drive-up/walk-up drop boxes, which have 24-hour access located in the rear of the library in the alley. All items are placed in quarantine for a minimum of 72 hours before being placed back on shelves. Please allow 1 week before your account will show your items as returned. You will not be fined.

### **What are the safety precautions your staff is taking?**

All staff members are required to wear gloves, a face mask and will practice social distancing from other staff members and members of the public during the curbside service. All items checked back into the Library during this time are placed in a quarantine for at least 72 hours prior to being re-shelved.

### **What if I don't have a car, but still want Curbside Pickup?**

We are offering walk-up service as well. Simply text the number on the curbside signage in the library's parking lot. Staff will ask for your last name, first name, library card number and then bring your items to a designated table. Please maintain social distancing while your items are being placed on the table. You may approach the table after the staff member has stepped away.

### **How do I renew my library card online?**

Please email [literacy@lodi.gov](mailto:literacy@lodi.gov) to renew your library card. Please provide your last name, first name, library card number and verify your mailing address on file.



Lodi Public Library  
Curbside Pickup FAQs

**Can I still put items in the outside book drop?**

Yes. Our outside book drop will remain open. Library staff will check in any items put in outside book/media drops. All items are placed in quarantine for 72 hours before being placed back on shelves. Please do not place any donated items. We are not accepting material donations at this time.

**Where can I find up-to-date and accurate information about COVID-19/Coronavirus?**

Reliable information sources include: [City of Lodi's Website](#); [Centers for Disease Control and Prevention](#); [covid19.ca.gov/](https://www.covid19.ca.gov/)