



Lodi Public Library
Contactless Curbside Pickup FAQs

What time can I pick up my items?

Contactless Curbside Pickup is available

Tuesday through Thursday, 11am to 4pm.

Saturday 11am – 4pm.

Who can use Contactless Curbside Pickup?

Contactless 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 will need your last name, first name and library card number in order to pick up your items**. 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 until at least or 10 days.

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

Please email 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 here library catalog <https://lodi.tlcdelivers.com/?config=default#> or over the phone 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 Contactless Curbside hours**. You do not need to call ahead or book an



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Contactless Curbside Pickup FAQs

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 wear your mask.**
 5. **.Text 209-332-5330 from the curbside signage.**
6. You will then receive a welcome text from Library staff asking for your last name, first name, library card number.

Patrons are asked to stay in their car while staff checks out materials and brings them to pick up table.

Materials will be placed on the curbside table with patron name on them. We are asking patrons to wait for the staff member to place items on table, and retreat to a safe distance before exiting the car to retrieve materials.

Please wear a mask and keep a safe distance from other patrons who may also be picking up items.

Returns can be deposited in the external book drop bins. All items will be quarantined for at least 96 hours and will remain on the patron library card during this period. No penalizations or fines will accrue on Library materials during this time. The book drops are always open, so materials can be returned at any time. 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 <https://lodi.tlcdelivers.com/?config=default#> 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.



Lodi Public Library
Contactless Curbside Pickup FAQs

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 72-hour quarantine before being placed back on shelves.

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 to renew your library card. Please provide your last name, first name, library card number and verify your mailing address on file.

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/