

Lobby Pick Up FAQ

Q: How do I return my items to the library?

A: The Book Drop located at the back of the building will still be open. All items can be put through the slot. Keep in mind that we have to quarantine all items for four days. This means that the item will remain on your card for four days after you return the items. All items are backdated to their return date. Give up to seven business days for books to come off of your account before calling us. This process may take longer during holiday seasons.

Q: Do I have to wear a mask while in the lobby?

A: Yes. PPE is required to pick up your items.

Q: Do I have to know specific titles when I call for Lobby Pick-Up?

A: Yes. Having the titles and authors ready will ensure a quick phone call so we can accommodate the surplus of calls. If you are unsure what items you want, browse www.libraryweb.org to explore the MCLS collection.

Q: Can I still put items on hold from other libraries?

A: Yes. Holds will be coming in from other libraries. Schedule an appointment to pick up all holds. Please be patient. Currently, holds take longer to process as our health and safety procedures have become more detailed. We ask that holds be kept to a minimum to keep our processes as efficient as possible.

Q: Have the due dates of any items changed?

A: No, all items still have their regular due dates (3 weeks for books, 2 weeks for television shows, 1 week for movies). All items can be renewed twice unless the item is on hold for another patron.

Q: How do I pay library fines?

A: All fines can be paid online with a card [HERE](#) and inputting your library card information.

Q: Can I access books and audiobooks online?

A: Yes. Your library card gives you access to the all e-materials through the Libby App. For a tutorial on how to use Libby for your smartphone or tablet, check out this YouTube video:
<https://www.youtube.com/watch?v=8hzwmGaeHk8>

Q: Can I use computers/print/fax/scan/use other in-library services?

A: No. The library proper will be closed to patrons. Patrons are only allowed in the lobby area (near the display case) for lobby pick-up.

Q: Can I ask a librarian a reference question?

A: Yes! Although there is no in-person service, the library is providing an online form where patrons will be able to ask questions. Go to www.ogdenlibrary.com and click ASK A LIBRARIAN.

Q: Can I get a library card while the library is closed for Lobby Pick-Up?

A: No. The service of providing library cards is suspended until further notice. However, patrons can sign up for an e-card to get access to apps like Libby, for access to e-materials, by following this link:
https://libraryweb.org/using_the_library/e-card-registration/

Q: When can I pick up my library books that I order for Lobby Pick-Up?

A: If you call the library to place an order, we will set up a scheduled time for same day or next day lobby pick-up. If you placed your order online, we will contact you to schedule a time within two business days. We ask that you be on time for your pick-up to minimize cross traffic in our lobby.

Q: Can I donate books?

A: No. We do not currently accepting donations of any kind.

Q: Are there any items I can't take out from the library?

A: We are suspending all use of magazines, genealogy/local history resources, video games, guitars, ukuleles, and quick books.