

WDFPL Tabletop Pick up Service FAQ

How do I place holds on materials?

You may place holds by visiting our website <http://www.westdeptford.lib.nj.us> and using your West Deptford Free Public Library card to place holds or give us a call at 856-845-5593.

Can my friend who lives in a different town, and has a library card from a different library, place materials from the WDFPL on hold? He was able to check out your items when the building was open.

Sorry, but we are restricting tabletop pick up service and the borrowing of our materials to our cardholders only at this time. Your friend should reach out to the library in his town and ask if they are offering pickup service. Please understand that the West Deptford Free Public Library's operating budget is primarily supported by taxpayers in West Deptford Township and our own residents need to remain our first priority for all services at all times.

I do not live or work in West Deptford, but I would like to purchase a library card. Is that possible?

We cannot sell WDFPL library cards to anyone residing in areas covered by the LOGIN library consortium. Therefore, if you live in Gloucester County, Salem County, or Cumberland County, you should contact your local library about getting a free library card since we cannot sell a card to you.

When will my items be available for pick up?

We cannot estimate when the items will be available for pick up. If they are on the shelves, we will gather them as soon as possible. If they are already checked out to another patron when you place them on hold, we cannot make them available to you for pick up until they are returned by the other patron and after the items are quarantined for 72 hours.

How will I know that my items are ready to be picked up?

We will call you to schedule a time slot to pick up your items.

What are the time slots that I can choose when staff calls me to pick up my items?

Currently, our time slots will be held on Mondays through Thursdays, 10 a.m. to 5 p.m. and Fridays, 10 a.m. – 4 p.m. Time slots are 15 minute scheduled intervals for one person tabletop pick up.

What if I schedule a time slot and it turns out that I cannot get to the library?

If you cannot keep your time slot, please contact us as soon as possible. We will do our best to accommodate you and schedule a different time slot.

When I arrive for my pickup, do I need to call the library?

No, please do not call us when you arrive. Please park your vehicle in the library's parking lot. You may enter the vestibule of the library and pick up your materials with your name on it from a table in that area. We will agree on a specific time for you to arrive when we call you to select the time slot.

Will I need to show my library card to you or a form of identification?

No. This is a contactless service. We will gather your materials and check them out to you on your card.

Do I need to wear a mask when I am picking up the materials?

Yes, please put on a mask once you arrive at the entrance of the library for your pick up. We're requiring all visitors over age 2 to wear nose and mouth covering masks. WDFPL staff are wearing nose and mouth covering masks as safety measures.

Are there any holidays when you will not offer the service?

We will not be offering pickup service on holidays when the library is closed.

How many items may I place on hold?

We are limiting holds to ten items per cardholder.

Am I allowed to put items on hold from other libraries in the consortium?

No, you may not at this time.

Am I limited regarding type of items?

No, as long as the total number of items borrowed is ten or fewer.

Am I allowed to borrow a museum pass?

We are not currently loaning museum passes at this time.

If I need something printed, can you do that for me? I also need something faxed.

No. We are only providing access to circulating library materials via tabletop pick up at this time.

Am I allowed to support the WDFPL *friends* of the Library by purchasing honey at this time?

No. We are not selling WDFPL *friends* honey at this time.

I need to return some library materials may I return them at this time?

If you need to return library materials, please return them in one of our book drops. They will be quarantined for 72 hours. Please understand that the items will still be checked out on your library card. We will not be checking them in because we do not want staff to handle the items while they are being quarantined.

How is WDFPL caring for returned materials?

We are quarantining returned materials for three days, 72 hours, before checking items in. For this reason, materials will remain on your account for up to a week after you return them.

I really miss the library! Can I just come in and browse for a few items? Why can't you just open the building instead of offering Tabletop Pick up?

Sorry, but the public is not allowed to enter the library at this time. Pursuant to Executive Order 153 (2020), public libraries may now provide pickup service. Patrons are not permitted to enter the brick-and-mortar premises.