



Tulare Public Library Pickup Service

Starting June 2, 2020; Extended Service Starting August 4th

What materials can be borrowed using pickup services?

- Holds / requests which are ready for pickup.
- Grab Bags (preselected material for you to checkout and browse at home)

How many items can be checked out at once?

- Limit of 25 total items may be checked out on a card.
 - Item limits are 15 DVDs, 3 Video Games, 15 CDs and 25 Books. Total may not exceed 25.
- All items must be placed on hold / requested prior to pick up. You will *not* be able to enter the building and browse the collection.

How do I place a hold / request?

- Visit www.tularepubliclibrary.org and use the search box to look up items.
- Download the app "SJVLS Library Catalog".
- Call the library at 559-685-4500. There is a 2 item limit for requests made over the phone.
- Please know that if you are waiting for items from other libraries there may be significant delays as all libraries are providing different levels of service. We recommend requesting items which are currently available at Tulare Public Library.

What is the library doing to keep me safe when I come to pick up items?

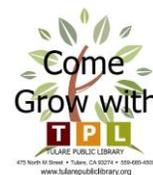
- The staff have created signage and clear lines which will guide you to the pickup location while also practicing safe social distancing.
- Staff will give you your items with minimal contact.
- Staff are equipped with protective gear and are practicing safe workplace habits including frequently sanitizing workspaces.

What do I need to have with me to pick up items?

- Please bring your library card (or phone if you have downloaded the SJVLS Library Catalog app).
 - If you are picking up for a friend or family member you must have their library card.
- Make sure you have requested your items in advance.
- We encourage everyone to wear a mask when visiting the library.
- Please follow all appropriate signage and maintain 6 feet distance between you and others.
- Please limit the number of people in your group (1 person per group is best!).
- If you are feeling sick, please stay home!

How do I return items?

- If you would like to return your material, please use the outside book drop. Staff are not able to accept returns in person.



How is the library disinfecting materials?

- Tulare Public Library is following recommendations from the American Library Association and Center for Disease Control and Prevention for the safe handling and lending of library materials.
- Returned materials will be quarantined for at least 72 hours before being checked in.
- Disinfectant sprays, wipes or bleach are not recommended for use on paper-based collections. Please do not use liquid solutions on borrowed materials.
- Returned items will still show as “checked out” on your account while undergoing the 72 hour quarantine process before staff can safely check them in. No fines will accrue during this time.

What library services are available online?

- Please visit website at www.tularepubliclibrary.org
 - To check out eBooks, eAudioBooks, eMagazines and even download movies by going to the eLibrary section.
 - To apply for Career Online High School.
 - To find Veterans Resources.
 - To work on research projects, learn how to fix a car, or get job help by going to the Research and Database section.

What library services are currently *unavailable*?

- Passports.
- Faxing or Scanning.
- Printing or Copying.
- Building access including study rooms, meeting rooms, and restrooms.
- Genealogy Services.
- Veterans Resource Center in person help.
- Homework Help.

Is the library doing any programming?

- The library is providing virtual programming. You can find out the latest on our Facebook page @tularelrary or by visiting our website.

I still have questions, what do I do?

- You can call the library at 559-685-4500 Tuesday – Friday from 10:00 am – 5:45 pm and on Saturdays from 10:00 am – 4:45 pm.
- Email us at info@tularepubliclibrary.org
- Message us on Facebook or Instagram @tularelrary