Library Closing FAQ

Due Dates & Returns

Q. What about due dates? Are they extended?
A. Due dates are not extended, but we will waive freezing accounts for items that are seven days past due. However, if you decide to take advantage of curbside delivery to check out new materials, you will need to return items that are due or overdue. No fines will be assessed.

Q. Where can I return materials?
A. Material return boxes will continue to be fully serviced and are located at the Asbury Plaza Hy-Vee, inside Kennedy Mall at the Customer Service Center, at Eleanor Roosevelt Middle School, a walk up return at the library as well as the drive-up return on Bluff Street.

Q. What about materials that are supposed to be returned inside the library?
A. If they will fit in the return, place them in a plastic bag for extra protection and go ahead and put them in the materials return box. There will not be a penalty for this. If the item does not fit well into a return box (example, cake pan or puzzle), please keep the item until the library reopens in April.

Digital Materials

Q. Are all digital materials still available?
A. Yes! Streaming movies (Kanopy), e-books, e-audio (OverDrive), digital magazines (Flipster), music (Freegal) and informational databases are available 24 hours a day with your library card.

Q. I want to use online materials but don’t have my library card handy. Where can I get my barcode to log on?
A. Call the library. We’ll ask you some questions to confirm your identity and then give you the barcode number to your account.

Library Card

Q. My card expired – how can I renew it?
A. Yes. Please call the library at 589-4225 between the hours of Monday – Friday 9:00 a.m. – 6:30 p.m. and Saturday between 9:00 a.m. and 2:00 p.m. and we’ll renew over the phone.

Q. How can I get a library card?
A. You will not be able to get a full service library card until the library is open. You can sign up for a card online at: https://catalog.dubuque.lib.ia.us/cgi-bin/koha/opac-main.pl On the right hand side of the page is a link to register for a
card. This type of card will allow 30 days access to digital materials. When the library is open (target date of April 13) you can bring in your ID and pick up your library card.

**Holds**

**Q.** What about items that I have placed on hold? Will I get them?

**A.** Yes. You will be notified that your material is available for pick up. When you get this notification stop by the library during curbside delivery hours (Monday-Friday, Noon – 6:30 p.m. and Saturday, 9:00 a.m. – 2:00 p.m.) and telephone us at 589-4225 to let us know you are here for your hold. We will run the material out to you. The pick-up location is Locust Street at the area where there is a short drive way, with no parking meter. Please have your library card with you or a photo ID.

**Curbside Delivery**

**Q.** How does curbside delivery work?

**A.** Use the library’s catalog [www.dubuque.lib.ia.us](http://www.dubuque.lib.ia.us) to search for materials that you want to check out. Place a hold on the titles that you would like. Please limit the number to 5 items per visit. It will typically take a day to pull the items and check them out to you. Stop by the library during curbside delivery hours (Monday-Friday, Noon – 6:30 p.m. and Saturday, 9:00 a.m. – 2:00 p.m.) and telephone us at 589-4225 to let us know you are here for your hold. We will run the material out to you. The pick-up location is Locust Street at the area where there is a short drive way, with no parking meter. Please have your library card with you or a photo ID. If you do not have access to the online catalog, call the library at 589-4225 for help placing a hold, or identifying a book to read.

**Pick-Ups at Mall and Asbury**

**Q.** Can I still pick items up at the County Library District branch in Asbury?

**A.** No. This service is temporarily suspended.

**Q.** Will you still deliver items to the Kennedy Mall for pick-up?

**A.** Yes, as long as the Kennedy Mall remains open we will be there every day but Sunday.

**Contacting the Library**

**Q.** Can I talk to someone at the library?

**A.** Yes, we are still working. Please call the library at 589-4225 between the hours of Monday – Friday 9:00 a.m. – 6:30 p.m. and Saturday between 9:00 a.m. and 2:00 p.m. We are available to answer questions and recommend titles to read, listen to, or view.
**Miscellaneous**

Q. Are you sanitizing materials?
A. We are requesting your help in doing this when you get materials home. We do not have enough supplies to do this in advance.

Q. Where can I get tax forms?
A. The vestibule of the library at the main entrance will be open during regular library hours (Monday – Friday 9:00 a.m. – 6:30 p.m. and Saturday between 9:00 a.m. and 2:00 p.m.) and a rack of tax forms will be available to pick up.