



F. A. Q.

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Hold

Q. How do I request a book from the library?

A. All holds should be placed through the [catalog](#). If you do not have access to the internet, call the library (781-934-2721) and a staff member will place the request.

Q. How long will that take?

- A. If we have the item available in Duxbury, staff will pull it off the shelf the following morning. It will take another day for it to be processed and made available for pickup.
- A. If the item is available from another library in the Network, it will need to go through our statewide delivery system. This can take anywhere from 4-7 days.
- A. If all copies of the item in the network are currently checked out by other patrons, you will need to wait for the title to be returned and for you to rise to the top of the waiting list.

Q. If you have the item right now, can I come get it right now?

A. We cannot accommodate on-demand holds pickup right now.

Q. How will I know that my item is ready for pickup?

- A. You will receive notification based on the contact information associated with your library card account. If you do not have an email on your account, you will receive a phone call when your item is ready to be picked up.
- A. If you have an email attached to your account, you will receive an automated email notification when we begin processing your hold. Please wait a few hours before coming to pick up your item while we check it out for you and prepare it for pickup. We aim to have holds processed and ready for pickup by 4:00 p.m. each day (Monday-Saturday).

Curbside Pickup

Q. Where do I pick up my hold?

A. All holds ready for pickup are located in the Lower Level Entrance to the library (park in the lot adjacent to the Tennis Courts). They are shelved alphabetically according to your last name.

Q. My hold isn't in the vestibule...

A. If you came to the library as soon as you received your email (check the time it arrived in your inbox), your item might not be shelved for pickup yet. It takes the staff a few hours to get the day's holds checked out and processed for pickup. Please come back later in the day.

A. Be sure to look deep on the shelf where your item *should* be, especially if it's a single or small item like a DVD or small children's book. Sometimes items get pushed to the back.

A. Check all the names that begin with the same letter as yours — we're all human and sometimes things get put slightly out of order.

A. If you try all of the above strategies and you still cannot find your hold, please call the library and a librarian will assist you.

Q. Do I have to wear a mask when I pick up my hold?

A. Yes.

Returning items

Q. Where do I return my library items?

A. The bookdrop located at our Campus Entrance (facing Trane Field) is open for returns.

Q. What about the bookdrop in the Reading Garden?

A. The bookdrop in the Reading Garden is still locked and closed temporarily. We will be opening this bookdrop in early September.

Q. Can I return CDs and DVDs in the bookdrop?

A. Yes.

Q. I would like to return a library item that does not fit in the bookdrop, what should I do?

A. Please call the library to make a drop-off appointment with a staff member.

Q. If I see a staff member can I just give them my returns?

A. No, as we are following a strict quarantine process for returns, please use the bookdrops.

Q. Can I return items at the Tent?

A. We can accept a small number of returns during Tent hours (Tuesday and Saturday 10:00 a.m. - 2:00 p.m.). If you have a large amount of items, please use the bookdrop.

Q. I returned my books yesterday but the items are still on my account?!

A. We are following guidelines recommended by state-level library organizations to quarantine all items coming into the building for 72 hours. As such, returns are not being processed for at least 3 days.

Q. Will you charge me overdue fines if I returned my book on time but it was not processed on time?

A. No. We are waiving all fines on returns for the foreseeable future.

Overdue Items and Fines

Q. My library items are overdue!

A. We are waiving all fines on items that are returned for the foreseeable future.

Q. So I can keep my checkouts for a while?

A. Please endeavor to return your items on time, but know that we will not charge you for holding on to them.

Q. Is there any other way to hold onto checkouts for a little longer?

A. Items that do not have holds from other patrons are eligible to renew within 3 days of its due date.

A. You can also opt-in to automatic renewals (which also only apply to items that do not have holds requests from other patrons) in your account settings. Log in to [your account on the catalog](#) to make this change.

Q. What about lost or damaged items?

A. We cannot waive fines associated with lost or damaged items. Please call the library to make arrangements to settle these issues.

Q. Can I pay these fees online?

A. Yes. All fees over \$5.00 can be paid online with a credit card via [Your Account portal in the catalog](#).

Library Tent

Q. What is the Library Tent?

A. Library staff is making small capsule collections available for browsing and checkout in a large tent in the parking lot closest to Alden Street.

Q. When is the Library Tent?

A. Currently: Tuesdays and Saturdays from 10:00 a.m. until 2:00 p.m. Please check the library's website and social media for changes.

Q. Is the Tent rain or shine?

A. We have not had to cancel Library Tent hours due to weather in the first 5 weeks of service. If we experience rain, we will not be able to hold hours in the Tent. Please check the library's website and social media if it is raining on a Tent day.

Q. What's in the Tent?

A. Librarians have curated carts of materials from each of our collections, suitable for all ages. There is a selection of new books, audiobooks, movies, and music. We have also been highlighting collections of interest lately, including Black authors and copies of the "One Town One Book: Duxbury Reads Together" title: *How to Be an Antiracist* by Ibram X. Kendi.

Q. Can I request for certain topics or authors to be included in the Tent collections?

A. Yes! Always tell the librarian which items you would like to see and be able to browse. We add to the collections to refresh what is available for checkout before every Tent Day.

Q. Can I check out something that is not in the Tent?

A. No. You can place a hold through [the catalog](#) or call the library to have a librarian place a hold for you.

Q. Can I place holds with the librarian staffing the Tent?

A. No. The mobile checkout system used in the Tent cannot accommodate placing holds.

Q. Can I pay my fines with the librarian staffing the Tent?

A. No. The mobile checkout system used in the Tent cannot accommodate fines. If at all possible, please pay fines of damaged or lost items through your account via [the catalog](#).

Q. What if I do not have my library card when I visit the Tent?

A. Patrons will only be allowed to check out items from the Tent if they have their library card available. Staff can accept physical library cards or library cards stored digitally on mobile devices like a smartphone or tablet.

Q. I don't have a library card. What can I do?

A. You can [create an eCard account](#). We will convert your eCard into a physical library card and send you your new "full access" card information (including your library card number) to the email address you provide. We will hold your physical card aside until we can set up a process to pick up your card.

Q. I lost my library card. What can I do?

A. Please call the library and a staff member will assist you.

Donations

Q. Are you accepting book donations?

A. At this time we cannot accept donations of any kind.

Q. Can I make a financial donation over the phone?

A. Unfortunately the library cannot process donations that are not cash or check.

B. Please make checks payable to “Duxbury Free Library Incorporated Board.”

C. Please mail donations to 77 Alden Street, Duxbury, MA 02332.

Q. Can I donate online?

A. Yes. You can [donate](#) to the [Friends of the Duxbury Free Library online with a credit card](#).

Q. Can I volunteer at the Library or Tent?

A. While we are so appreciative of the support of our patrons, we cannot accommodate volunteers at the moment.