

# Madera County Library – Curbside Services

## What materials can be borrowed using curbside services?

- Books and audiobooks.
- Holds ready for pickup.
- Grab bags of like reads.
- DVDs/ CDs .

## How many items can be checked out at once?

- 5 items/ card per visit, 3 DVDs / card. (Ex.: 3 DVDs and 2 books = 5 item limit.)
- Limit of 20 items total checked out on a card.

## How does it work?

- Use the mobile app, [online catalog](#), or call your local branch to place a hold on an item.
- You will receive a phone, email, or text notice when the item is ready. (Please allow 24 hours to process the request. If an item is being transferred from another branch the process will take even longer.)
- The notice will ask that you call the library to arrange a pickup time. Please have your library card nearby when placing the call.
- Staff will check the item out to you and give instructions on curbside pickup to arrange a contactless transaction.
- Staff will not be able to handle money during curbside services. If you need to pay a fine or fee, please use a credit or debit card with our online [SmartPAY system](#).

## How do we return items?

- We won't charge fines while we're closed to the public. Patrons are encouraged to hold on to materials until we reopen, or to use book drops to return items. (This helps everyone stay in place and stay healthy.)
- Returns should be placed in the book drop only, we cannot accept returns at curbside.

## How is the Library disinfecting materials?

- Madera County 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. Please keep this in mind when approaching the maximum limit of items out on a card. You may need to wait a few days before checking out more materials.

**The health and safety of our patrons and staff is top priority as we provide valuable services to the community.**