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Dear Dorchester County Public Library Patrons,

We are now offering Library to Go a contactless pick-up services for library materials at both the Cambridge and Hurlock libraries!

### How it Works

1. **Call or email your library to request materials.** Patrons requesting materials for pick-up in Cambridge should call (410) 228-7331 or email [infodesk@dorchesterlibrary.org](mailto:infodesk@dorchesterlibrary.org). Patrons requesting materials for pick-up in Hurlock should call (410) 943-4331 or email [hurlockinfo@gmail.com](mailto:hurlockinfo@gmail.com).
2. **Request your desired materials.** Let us know what you're looking for! While we may not be able to receive items from other libraries, we have many wonderful titles in-house and we are ready to help you find your next great read. Do you have specific authors and titles in mind? Would you like ideas on what to read next? We can help with that. Just please have your library card handy and contact us!
3. **Give us at least 24 hours to gather and prepare up to 20 of your requests.** Some items may not be available immediately but we will do our best to get you as many of the items you've requested as possible.
4. **Schedule a pick-up time.** Once we have collected as many of your requests as possible, we will contact you to inform you what items will be available when you arrive at the library. We will then schedule you for a time to pick up your items.
5. **Come to the library parking lot at your scheduled pick-up time.** For your safety, we are providing contactless pick-up only. When you schedule a time to pick up your items, we will ask for the make, model, and color of your vehicle so that we can look for you. Please remain in your vehicle as the library employee brings your materials outside and places them on the table next to the door. Your items will have already been checked out to you. Once the staff member has entered the building you may pick up your materials.
6. **Enjoy your library materials!** Your items will say that they are due in three weeks, but please remember that most items automatically renew and that we are now a fine free library. Returning items late will not result in fines.
7. **Return your materials.** We know that many of you have items that you need to return. Please place these items in our external book returns. Staff members are not allowed to take these items from you.

For everyone's safety, we have strict 7-day quarantine procedure which begins with items being placed in the book returns.

## Questions and Answers

### **Q: When can I pick up items?**

#### **A: Cambridge:**

Monday, Wednesday, Thursday, and Friday: 10:00am- 2:00pm

Tuesday: 2:00pm – 6:00pm

Saturday: 10:00am – 1:00pm

#### **Hurlock:**

Monday & Tuesday: 10:00am – 2:00pm

Thursday: 2:00pm – 6:00pm

Saturday: 10:00am-1:00pm

### **Q: How many items can I request?**

A: You can request 20 items per week, per household.

### **Q: Which library materials can I get through Library to Go?**

A: Traditional library materials are available, including books, CDs, movies, audiobooks.

### **Q: Can I request items and pick them up on the same day?**

A: It takes time to collect requested items and prepare them for pick-up, so we require at least 24 hours between requests and pick-up time.

### **Q: I requested 20 items, but only 5 were available. Why? When can I get my other items?**

A: We will try our best to have all of your items ready within 24 hours. If all of your items are not yet available, it's because we are still working on locating them. When we contact you to schedule your pick-up time, we will tell you which items we were unable to find. You may continue to request other items.

### **Q: If I'm sick, can I still pick up items via Library to Go?**

A: For the safety of staff and patrons, please do not schedule a pick-up if anyone in your household is ill or is under quarantine/isolation.

### **Q: Can I return the materials I've had checked out?**

A: Absolutely, but you must place them in the outside book return and maintain social distancing. We've established a 7-day quarantine procedure for all materials.

### **Q: How long will this service be available?**

A: We will offer Library to Go pick-up as long as the library building is closed and it is considered safe to continue this service.