



OCEAN COUNTY LIBRARY

Connecting People ... Building Community...Transforming Lives

COVID -19 Closure OCL Frequently Asked Questions

Can I apply for a library card while the library is closed?

Yes, currently we are issuing temporary digital library cards to customers. Click on the following link and fill out the library card application form and you will be contacted with your updated account information so you can access all of the digital resources the Ocean County Library has to offer:

<https://theoceancountylibrary.org/Services/Library%20Card>

What if I have a library card and it is expired or is about to expire?

All accounts that have expired by January 1, 2020 or will expire between will be automatically renewed until August 1, 2020 for your convenience.

I have a question about accessing my account, digital materials, resources, etc. Is there anyone that can help me?

If you have questions about library services or your account you can contact staff Monday-Friday from 10:00 AM – 2:00 PM via text at (732) 943-1625 or simply email us at question@theoceancountylibrary.org

Are there library resources I can use while library locations are closed?

- There are many digital resources you can access with your library card:
<http://theoceancountylibrary.org/downloads>
- Looking for a good book? Try our concierge reader's advisory service:
<http://theoceancountylibrary.org/contact/concierge>
- Take a look at some of the great events, materials, services, and more in our OCL video collection that you're "shore" to view: <http://theoceancountylibrary.org/shore-view>

What if my items are due? Will I accrue late fees?

During the library closure all due dates and late fee charges will be forgiven and there is no need to worry about renewing. The due dates for all circulating materials currently checked out will be extended until June 1, 2020.

Can I drop off my materials in the outdoor book drops?

Please do not return any items while the library is closed. The book drops are sealed and cannot be used. Please keep the items safe and continue to enjoy them until the library reopens.

What if my holds are ready for pick up?

Please know that your holds remain in the library. Once we are able to serve our customers in our branches all holds will be extended 5 days.

Why can't I place new holds through the catalog?

We have temporarily disabled holds on physical materials until we open to the public. However, you can still access and place holds on digital materials: <http://theoceancountylibrary.org/downloads>