FAQs during COVID-19 closure

When will you reopen?

At this time the library is closed indefinitely to address the public health concerns of COVID-19. Please watch the Library’s webpage and social media for further information.

Will my library materials be renewed?

For all items due in March, we have extended the due date to April 30. This includes any items that were overdue and could not be renewed because of hold requests. Remember that we are fine free and we will waive any lost fees when the items are returned. All items due before March 1 have *not* been renewed and can be returned once the library reopens. Overdue materials will not block your use of downloadable content.

For items due in April, automatic renewals will continue. Library staff will manually renew anything that could not be renewed due to a hold. Renewals after March 24 will be due August 31 or later.

How can I get in touch with library staff?

Library staff will be checking branch and Central unit email boxes on a daily basis. Replies may be delayed and staff may not be able to answer all reference questions due to lack of access to library resources. Branch phones and Central Library floor phones will not be answered at this time.

If you have an urgent question or need further assistance, please call 214-670-7809 or email librarycustomerservice@dallaslibrary.org. The phone will be answered from 10 a.m. to 4 p.m.

Who do I contact if I am having problems with downloadable content?

Email librarycustomerservice@dallaslibrary.org for assistance with downloadable content. Email will be monitored Monday-Friday 10 a.m. to 4 p.m.

How can I get a library card so I can check out digital content?

Please email librarycustomerservice@dallaslibrary.org and request a card. Attach a photo/scan of your photo ID and proof of residence. We will email your card number and password to you.

You can also call 214-670-7809 to have a card issued by phone. The phone will be answered from 10 a.m. to 4 p.m.

Can I return my library materials?

All returns bins have been closed since Friday, March 20. Please hold onto all DPL materials until we reopen.

What about my items on hold?

We are continuing to hold these items for you and will hold them several days after we reopen so that you have time to come and pick them up.
What if my library card expires?

We have extended all cards that would have expired in January – June 2020 to July 1, 2020. This will allow you access downloadable content.

What can I do to keep busy during the shelter in residence order?

In the last few weeks, Dallas Public Library has added lots of new eBooks and expanded options in Hoopla to include audiobooks and comic books. eMagazines are available through Flipster. Press Reader has newspapers from around the country and world. In our databases, check out Hobbies & Crafts Resource Center with lots of creative ideas for all ages.

Library staff is continuing to add new content to our social media and YouTube channels. Follow us on Facebook, Twitter, Instagram, and YouTube to stay updated.

Find online resources for kids here. Kids in grades K-12 can earn digital badges by completing self-directed learning activities in the SMART Kids program. Get started at dallaslibrary.beanstack.org