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Orange County Library System to resume limited library services this week

(May 5, 2020) Orlando, FL - In the weeks we have been closed to the public, Orange County Library System has been evaluating best practices for cleanliness and sanitation, so we are prepared to open to the public with your health and safety in mind.

Like many businesses and government agencies, our plan to resume regular services will happen in phases.

During Phase 1, we will reopen Questline, the library's call center, for calls and chat on Wednesday, May 6. Questline operators will be available for customers Monday through Friday from 9 a.m. to 5 p.m. When our libraries open to the public, the call center will be open during library open hours.

Our home delivery service will resume on Monday, May 11. On that date, staff will begin processing holds and our courier service will start delivery on May 12. Customers who have designated one of our locations for picking up their holds will have their requested items delivered via USPS.

Book drops will reopen on Friday, May 15. All library materials that were checked out before the library closed on March 18 are due on June 1. Materials may be returned to any library location.

We are also making preparations to reopen our facilities to the public. A date for opening has yet to be announced.

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