

Western Sullivan Public Library

Frequently Asked Questions (FAQs)

How do I contact the branches to request an item?

Contact the branches: Delaware Free Branch, call 845-887-4040 or email del@rcls.org; Jeffersonville Branch, call 845-482-4350 or email jef@rcls.org; Tusten-Cochecton Branch, call 845-252-3360 or email nar@rcls.org.

After June 22, 2020, use the above methods or request items through the online catalog or the RCLS Gateway App.

What items can I borrow using the curbside service?

All items on the shelves at the Western Sullivan Public Library (WSPL) can be borrowed, except for newspapers at this time.

Can I place a hold on an item?

Yes, after June 22nd, please call, email or use the website catalog or RCLS Gateway app to request an item.

What if I do not have a library card?

You can apply for a library card at www.WSPLonline.org if you live in the Sullivan West School District and the card will be mailed to you.

How do I pick up items?

All branches will have a book cart or table in front of their building designated for pickup. Your items will be placed in a labeled bag and placed on the cart or table prior to your pickup time. If it is raining, a table or cart will be set up in the entryways of each library and masks will be required for pickup.

How do I renew an item that I borrowed?

Call or email us, or go to your account on the library's catalog or RCLS Gateway app to renew your items. If an item is requested by another patron, it cannot be renewed.

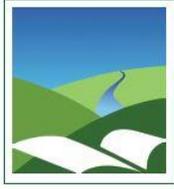
Where do I return the items?

Please return all items in the book returns or designated bins if available at your branch.

What safety precautions are being taken by the staff?

Staff is quarantining all items returned to the library for 7 days. Clean gloves and facemasks are being worn when preparing items for pickup and handling returned items. All doorknobs, book return handles, and other commonly touched areas will be cleaned frequently with disinfecting wipes.

What if I cannot make it to the library during my allotted time?



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No problem. Call the branch you requested the item from and you will be given a new time.

I returned my items but my account shows they are not checked back in yet?

Some items you returned in the book drop may still show on your account because everything returned to the library goes through a quarantine process. There are no fines during this period and we will work as quickly as possible to check these items in.

What if I walk to the library, can I still use curbside service?

Yes, if you make an appointment first, and we will gladly welcome all walkers to pick up their items using the curbside service procedures.