

Rover FAQ

What is Rover?

Rover is the Lake Oswego Public Library's latest outreach initiative: a mobile pop-up library! We know it's not always possible to make it to the library, so Rover is designed to help meet patrons' needs on the go.



What does Rover offer?

Visitors to Rover can sign up for a library card, browse and check out popular library materials for all ages, get reading recommendations, learn more about library services, connect with library staff, and ask about the library's digital resources (including downloadable e-books, e-audiobooks, and e-magazines). If we don't have the title you're looking for on hand, we can also help you reserve items online.

Where can I find Rover?

For the latest on upcoming Rover events, please visit www.lopl.org/rover or the library's [events calendar](#). Our goal with Rover is to meet people where they are, and to make it easier than ever for all community members to connect with library resources and services. We can't wait to pop up in a neighborhood near you!

How many items can I check out at Rover?

LINCC library card-holders can have up to 80 items checked out on their card from the library and/or Rover at any given time. Because we will have a limited supply of materials available to borrow at Rover sites, we ask that you be mindful of others when making your selections.

How long do Rover materials check out?

With few exceptions, almost all materials check out for 28 days.

Where can I return items that I checked out from Rover?

You can return items to Rover, to the library, or to one of the library's six other remote book drop locations around Lake Oswego. Book drops are located in the library parking lot, at West Waluga Park, at 8 Jefferson Parkway in Mountain Park, at Luscher Farm, at Pilkington Park, at the Yakima Building at 4101 Kruse Way, and at City Hall. Learn more about the library's book drops here: www.ci.oswego.or.us/library/book-drop-locations.

How do I renew materials that I checked out from Rover?

All items that are eligible for renewal can be renewed online at www.lincc.org, over the phone by calling 503-697-6582, or in person at Rover pop-ups or at the library. We also encourage you to download our LINCC mobile app to manage your account. You will need your library card number and PIN.

Can Rover staff place something on hold for me?

Yes! Staff are happy to place items on hold for you. Library card holders can have up to 40 active holds. All holds will be available for pickup at the Lake Oswego Public Library.

Can I pick up my holds at Rover?

Sorry, not at this time. Holds will continue to be available for pickup at the Lake Oswego Public Library.

What if I can't make it to the library or Rover?

You may qualify for the library's Home Delivery program or free materials-by-mail service. For more information about the Home Delivery program, please contact Nancy Niland at (503) 675-2538 or nniland@lakeoswego.city, or visit www.lopl.org/homebound-delivery-service. If you would like to inquire about having your materials mailed, please contact the Circulation department at 503-697-6582.

The library also offers reference service over the phone, virtual programs, and a host of digital resources and services (including streaming films, Cultural Passes, and downloadable e-books, e-audiobooks, and e-magazines) that do not require you to come to the library. Give our librarians a call at 503-675-2540 to learn more.

Do I have to live in Lake Oswego to check out materials?

Nope! All are welcome to stop by, and anyone with a LINCC library card can check out Rover materials.

I don't have a library card. What do I do?

We'd be glad to set you up with a LINCC library card if you don't already have one! Library card holders receive borrowing privileges and greater access to the library's wide array of resources and services. The type of card you receive will be determined based on your residence area and eligibility. You can sign up for a new library card at Rover pop-ups or at the library. The process takes about fifteen minutes, and you will be asked to show ID and proof of address (e.g., a driver's license, online statement, or piece of mail). If you don't have your ID or you're not sure if you have a card in Clackamas County, we can help. Just stop by Rover or the library!

Can I pay fines at Rover?

We would love to help resolve your overdue fines when you visit Rover. Just remember to bring your library card number or ID, and we will work with you to waive the overdue fines on your account. We cannot waive or accept payment for Lost or Damaged fees at Rover, but we can show you how to pay for those materials with a credit card online at www.lincc.org. You can always visit or call the library to resolve fines as well.

Why are you spending taxpayer money on Rover?

Some members of our service area face barriers to visiting the library building and accessing library resources and services. Expanding our outreach services to include Rover will allow us to provide more equitable access to Lake Oswego taxpayers, their families, and our community at large. These efforts support the library's mission to inspire discovery, to cultivate wellbeing in our community, and to welcome all people to read, learn, and connect. Rover also reflects the library's commitment to advance equity, improve access, and provide high-quality service to everyone in our service area.

Did you have to hire extra staff for Rover?

No. Rover is currently powered by existing library staff and community volunteers.

How can I give feedback about Rover?

We'd love to hear from you! Please send any Rover feedback to loploutreach@ci.oswego.or.us.

Who should I contact about having Rover come to a different location?

Do you have a great idea for a future Rover pop-up location in Lake Oswego? We want to know about it! Please send your suggested locations to loploutreach@ci.oswego.or.us.