



CURBSIDE PICKUP INSTRUCTIONS AND FAQ

You may now participate in contactless curbside pickup of library materials by following these 3 steps:

Step one: Place your items on hold

- You may place a hold by calling your local library or online through our catalog at: <https://bit.ly/3dxtfVo>

Step two: Sign up for a pickup slot

- All curbside pickup service requests require an appointment. When your items are ready, staff will contact you to schedule a time slot that you would like to pick them up.

Step three: Pick up your items

- During your 15-minute slot, you will need to park in a designated area.
 - When you arrive, you will need to stay in your vehicle and contact the library that you are ready.
 - Please have an ID or library card available that you can hold up in the window so staff can verify they are giving you the correct materials.
 - Staff will place items outside of your car and then return to the building.
 - Enjoy!
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FAQ

Which branches are available for curbside services?

- At this time, curbside pickup is available at several of our branch libraries. We are working to expand curbside service to as many branches as possible in a safe, coordinated, and phased process.

For more information on which libraries currently offer curbside services, visit:

<http://www.elkocountylibrary.org/announcements-1/library-status>

How many items may I place on hold?

- We are currently limiting requests to ten (10) items per patron, per pickup. This does not limit families from placing requests together and picking up the items at one time.

How long will it take for my hold to be ready?

- To support social distancing efforts, we are operating with limited staff. We will fill your holds as quickly as possible but wait times may be longer than usual. Thanks for your patience.

How will I know when my hold is ready?

- Staff will call you to schedule a time to pickup materials once they are ready.

Can I pick up items at my local branch library that are available at other libraries?

- Yes, with some limitations.

Will I be able to pick up items that were already in transit from another library before the library closed?

- Yes.

Can I place a hold over the phone?

- Yes. You may call the library to place a hold on weekdays during hours when the phone is staffed.

How long will my items remain on the hold shelf?

- Holds will not be expiring at this time so your items will remain on the hold shelf until you pick them up. However, if you miss a scheduled pickup, you will have two days to reschedule before the items are returned to circulation.

When will my items be due?

- Due dates will be included on all checkout receipts and all of our book drops are currently open for returned materials. We will continue to extend due dates throughout are reopening process to help avoid late fines. However, all of our book drops are currently open for returned materials.

How do I return materials?

- The outdoor book drop is open for returns (but not donations). Staff will not accept in-person returns.

Can I drop off donated materials?

- We are not accepting donated materials at this time.

Do I need a library card?

- Yes. You will need a library card to place your hold through our online catalog and to pickup items. You will need to show your library card or an ID at the time of pickup to make sure you are receiving the right books.

If you do not have a library card, you can ask to receive a temporary “digital” card by calling 775-738-3066.

Please note: if you sign up for a temporary library card online, you may only checkout 2 items at a time.

What if I have mobility issues and cannot leave my vehicle?

- Call the library when you arrive for your pickup slot and we will place your bag within reach. We are committed to ensuring that our programs and services are accessible to everyone. If you have any questions or suggestions regarding accessibility, please call or email us so we may work to accommodate you.

What if I have fines or I’m over the checkout limit?

- Library staff can override limits during the pandemic response; however, our book drops are open to receive materials. If you are over the checkout limit, please return them to the book drop before requesting additional materials.

What if I miss my pickup time slot?

- Your items will be removed from the cart and returned to circulation unless you call to reschedule your time slot within 2 days of missing your pickup.

Will the library building be open?

- No. The library building remains closed to the public. The lobby, restrooms, computers, and all other spaces will not be accessible.

What are you doing to protect the safety of patrons and library staff?

- The contactless curbside pickup provides maximum social distancing for the safety of both patrons and staff. Staff will wear gloves and masks when handling all library materials. Additionally, all returned materials will be “quarantined” and sanitized before being put back into circulation.

How long will this service be available?

- The curbside pickup service is contingent upon access to materials that keep our staff safe. We hope to offer this service until the library building reopens (and possibly after) but cannot make guarantees.

Who is eligible for this service?

- This privilege is reserved for patrons who comply with our safety guidelines. We reserve the right to remove access to this service from anyone who does not respect those.

When will all in-person library services and full public access to library facilities resume?

- We are working to restore all library services and access as soon as possible in a safe, coordinated and phased effort. We will continue to follow state and public health guidelines for operations. For the most current information, visit our website at www.elkocountylibrary.org.