

STERLING

A Colorado Treasure

Sterling Public Library Curbside Pickup Service www.sterlingcolo.com

To take advantage of this service:

Patrons may make requests in three ways: placing a hold online, sending a request via email or calling the library.

Patrons may place items on hold at <http://sterling.polarislibrary.com>.

(Tip: In order to make sure the item you are requesting is currently available, look for a number 1 or higher under "Local Availability" when searching titles. You are welcome to place holds for unavailable items as well, but these items will not be available when you pick up.)

You may send a request for items via email to library@sterlingcolo.com. Be sure to include your name, library card number, phone number and materials you want.

If you are placing an order via phone, having titles or authors ready is helpful. If you wish for library staff to pick books for you, they will ask what types of books you like. Phone requests will not be taken until 9:00 am. No voice mail requests will be accepted.

Once you have placed holds or contacted the library with a request, you will be contacted with a pickup time. Pickups will be from 10:00 am to 12:00 pm and 1:00 pm to 5:45 pm. Demand of the service will determine the amount of flexibility we have for pick up times.

When you arrive to pick up your holds, pull in to the first space behind the loading zone at the front doors. If there is someone already parked there, park in the space behind and wait for them to leave.

Upon arrival, call the library at 522-2023 and let us know you have arrived. Staff will come out with your materials on a cart. Please stay in your car until the staff member has gone back to the building. Once they are by the library, you may get out of the car and pick up your materials. When you leave staff will pick up cart and take it inside.

You will be allowed 1 request per week. You can request up to 25 items – no more than 3 DVDs and 3 audios. Magazines will not be checked out at this time. No Interlibrary Loan requests will be taken.

Materials will only be available at your designated time. If you are unable to pick up at the assigned time, be sure to call and reschedule. Failure to pick up as assigned could result in loss of service to you.

All returned items need to be put in the drive up book drop. Returned items will re-enter circulation after 3 days. It may take up to 72 hours for your items to clear from your account. Fines will not be assessed on items until 12 days after date due.

Per state and local guidelines, we are practicing social distancing with each other and with our patrons.

Currently we will be staffing the building Monday – Friday from 9 am – 6 pm to assist patrons to the best of our ability.