

## **FAQ's - Curbside Pickup Service**

### **What is curbside pickup service?**

Curbside pickup is a service that the Jacob Edwards Library is offering while the library is closed to the public. Through this service, you may request library materials in the Jacob Edwards Library collection, or the C/W MARS collection ahead of time to borrow and pick library. Curbside pickup procedure is subject to change.

### **What are the available pickup times?**

Beginning Tuesday, June 9, 2020, curbside service will be available Monday through Friday, from 9 am until 5 pm. Service is not available on Saturdays.

### **How do I let the library know the titles that I want to borrow?**

- You may place your own hold requests through the library catalog. [Click here to learn how to place holds in the catalog.](#)
- You may contact the library by calling 508-764-5426

### **How many items may I request at one time?**

Patrons may request up to ten (10) items per curbside transaction.

### **Can I use the curbside pickup service if I don't have a library card?**

You will need to have a library card before placing hold requests.

You must bring official identification, and current proof of address to receive your new card.

You may print and fill out a library card application on the JEL website (see links below), and either mail, e-mail or fax the completed and signed application back to the library.

Staff will contact you with your library card information, and holds may be placed at that time. You may pick up your library card along with library materials during your pickup appointment.

[Library Card Application \(English\)](#)

[Library Card Application \(Spanish\)](#)

## **Am I able to place a hold request for items at other libraries?**

The statewide Interlibrary Loan service is available from open libraries throughout the system.

You may place holds for items at other libraries within the C/W MARS network through our catalog. Please note that interlibrary loan items may not be available until all libraries are reopened.

## **When can I pick up the library items that are on hold for me?**

After you place a hold request on the telephone, staff will inform you when your item(s) will be available for pickup - most holds will be available for pickup in 60 minutes.

Patrons placing items on hold via the online catalog will be available to pick-up items in 2 hours. If patron requests surge at any time, the 1-hour pickup time will be adjusted accordingly in increments of 60 minutes.

## **Do I need to wear face covering when picking up my items?**

You are highly encouraged to wear face covering when picking up your items. Staff will be wearing masks during curbside pickup.

## **What is the curbside pickup procedure?**

Curbside pickup will take place at the rear of the building. Please pull into the drive where the accessible parking spaces are located. Please call 508-764-5426, or ring the doorbell to alert staff of your arrival.

- Staff will ask for patron to verify library card number at time of request. If patron does not have library card, they must provide birthdate and address. No exceptions to this procedure.
- Patron should not exit vehicle
- Item(s) are offered to patron in bin through window; if passenger is in vehicle, passenger may take items from bin

- Patron verifies receipt of all items before exiting curbside lane; especially important for media items, such as video games and compact discs

### **What if I won't be arriving in a car?**

For walk-up patrons, please call 508-764-5426 or ring the doorbell to alert staff of your arrival.

- Staff will ask for patron name
- Item(s) are offered to patron in bin
- Patron verifies receipt of all items before departing

### **I have library materials to return. Can I give them to the staff while picking up new library materials?**

Items may ONLY be returned through the book drop at the rear of the building. Due to health and safety concerns, staff will not be permitted to physically handle returns during curbside pickup service. This is a “one way” service. Please do not ask staff to make exceptions, as this could cross-contaminate items currently in process.

### **Can I pay a late fee in cash during my curbside pickup appointment?**

In order to maintain safety and minimize contact, we cannot accept cash payments through curbside pickup. You can pay from home by logging into your library account, but there must be a minimum of \$0.50 fine on your account.

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