

## HOLDS PICK UP SERVICE Q & A

### WHEN DOES IT START?

Monday, June 1st

### WHAT MATERIALS CAN I REQUEST?

Only materials currently on the shelf at the library -- all books, DVD's, music CD's, audiobook CD's, Hot Spots, Memory Kits, graphic novels, science kits, playaways, and book launch pads.

### HOW CAN I MAKE A HOLD REQUEST?

- *ONLINE CATALOG MY ACCOUNT FEATURE* - Log in to MY ACCOUNT on our online catalog with your library card number and PIN. Search the catalog for titles of your choosing. Click **REQUEST IT**. We'll pull the material, and call or email you when it's ready.
- *EMAIL US* - Send an email to us at [holds@ellajohnsonlibrary.org](mailto:holds@ellajohnsonlibrary.org) with your name, your library card barcode, best way to contact you - email or phone number - and your title requests. We'll call/email when your material is ready for pickup.
- *CALL US* - Our switchboard is open to receive calls during specific hours below. Call us at **847-683-4490** and let us know what titles you'd like to request. We'll put them on hold for you, pull the materials, and call you back when you can pick them up. Expect this contact method to be our busiest, so you may receive a busy signal throughout the first few days.

### WHEN CAN I LOG-IN, EMAIL, OR CALL?

- *Website* - 9 AM, Monday, June 1st
- *Email* - 9 AM, Monday, June 1st
- *Phone* - 10 AM, Monday, June 1st

Our Front Desk switchboard will begin receiving incoming phone calls:

- Monday - Thursday 10 AM - 7 PM
- Friday 10 AM - 4 PM
- Saturday 10 AM - 2 PM

**ARE THERE HOLD REQUEST LIMITS?** At this time, yes. Per card, they are:

- 5 books (adult, junior or teen)
- 5 DVD's/music CD's/audiobooks/playaways
- 10 picture books/ER books

**HOW SOON WILL I BE ABLE TO PICK UP MY HOLD REQUESTS?**

We hope to have your requested materials available the next day, depending on the volume of requests we receive. Our vestibule/lobby will be open for hold pick ups:

- Monday, Wednesday, Friday and Saturday
  - 10 AM - 1 PM
- Tuesday and Thursday
  - 4 PM - 7 PM

**HOW WILL I KNOW WHICH MATERIAL IS MINE?**

Your material will be wrapped in green paper with the first 3 letters of your last name and the initial of your first name. Materials will be on the Holds table for 5 days before being checked back in.

**WHAT'S THE DUE DATE FOR THESE MATERIALS?**

Normal due dates for materials will now be in effect.

**CAN I RETURN MATERIALS TO THE LIBRARY?**

The vestibule/lobby will have a table for holds pickup, and a wood bin for returned materials. Whenever the vestibule/lobby is open, you are welcome to drop off your previously checked out materials. Be aware that we are still quarantining materials for 3 days before checking in. We will, of course, waive any overdue fines up to June 26th.

**PLEASE BE KIND TO YOUR NEIGHBORS**

If you see someone in the library vestibule, ***please wait your turn*** to maintain social distancing.