



## **Library Curbside Pick-up**

Our doors may be closed, but our collection is still here for you! Starting on **Wednesday, June 10<sup>th</sup>, 2020** you will be able to pick-up items curbside outside the library doors. Curbside pick-up will be offered during the following times:

Wednesdays 11:00 a.m. – 3:00 p.m.

Thursday 1:00 a.m. – 6:00 p.m.

Friday 11:00 a.m. – 3:00 p.m.

### **How it works:**

#### **1. Request your items**

Request items through our online catalogue at [southgate-library.com](http://southgate-library.com) or phone us at 519-923-3248 during the hours of 11:00am - 3:00pm Tuesday to Friday.

Don't know what you want? Staff can help you select items when you phone in for a request.

During this time we will be limiting checkouts to 5 DVDs and 5 books/magazines.

#### **2. Wait for us to call**

Once your hold is ready a staff member will phone to arrange a convenient pick-up time. Please arrive during your scheduled time to allow for social distancing.

#### **3. Visit us for a contactless pick up**

When you arrive at the library, please stay in the designated area as marked and a staff member will ask for your name. They will place your items on the table outside the library. Once the staff member is inside, you may retrieve your items. If someone else is picking up items, please remain in your vehicle.

#### **4. Returning Material**

Library material can be returned in the outside book drop 24/7. We ask that you maintain proper social distancing when returning books. Wait until the area is cleared of other people before approaching.



## **Frequently Asked Questions**

Please call the library with any questions you have about curbside pick-up service.

### **Why do I need an appointment?**

Our primary concern is to maintain social distancing and keep everyone safe, which is why we have set up appointment slots for all patrons.

### **Do I need my library card?**

Yes. Your library card needs to be in good standing to borrow any items from the library. Please call the library if you have any questions or issues with your library card.

### **What if I don't have a card?**

Call the library and discuss options for acquiring a library card during closure.

### **Can I request items through Interlibrary Loans?**

No. At this time, we will not be taking requests for interlibrary loans. Only items in our collection will be available.

### **Can a library staff member help me with Overdrive /Libby /computer questions?**

Yes. Please call the library for your digital book and technology questions.

### **Can you fax or print something for me?**

No. The library continues to be closed to the public. These services are not available until further notice.

### **Can I come in and use the computer?**

No. The library continues to be closed to the public. These services are not available until further notice.

### **Is it safe to check out library material?**

Staff will follow appropriate procedures for ensuring the safety of staff and patrons. All returned library material will be quarantined for 72 hours before being released for check out.