

# WLCL CURBSIDE SERVICE GUIDELINES

Version 1

6/10/2020 bfp

## What You Need to Know about Curbside Pickup

- Pickup will be available from 10 – 2 Monday, Wednesday, Friday and 3 - 7 Tuesday and Thursday. Pick up may not be available during periods of rain or stormy weather. Only one pickup per day is allowed and your account must be in good standing (i.e. not blocked due to unpaid fees or lost materials) to use Curbside Pickup.
- Place item(s) on hold as you normally would. Use our [online catalog](#) or call the library at 231-894-9531 to request items. Holds may take up to 24 hours to process for on shelf items in our collection.
- When you receive notice that your holds are ready, and if you have a mobile device, come to the library and park in one of the designated curbside pickup spaces by the meeting room. Follow the instructions on the sign located in front of the parking space. If you do not have a mobile device, please call 231-894-9531 to schedule an appointment and receive further instructions.
- Please be patient as we check out your holds. Staff will bring them to the table in front of your car. Please wait until staff has returned to the building to collect your items. For the safety of patrons and staff, person to person hand-offs will not be accepted.
- Need help navigating our catalog and placing a hold? Watch this [video tutorial](#).