

**PANDEMIC APPENDIX II:**

**CURBSIDE PICKUP**

Hold requests for curbside pick-up require advance notice. Patrons who wish to receive items through curbside pick up should call the library and speak with staff to place their orders Monday-Friday between 10am-3pm. Staff will indicate when holds will be available for pick up. Available pick up times will be between Monday-Friday 10am-3pm. Order fulfillment will be dependent upon volume.

In addition to providing an expected time of pick-up during their initial request, patrons utilizing curbside pickup, should call to confirm that they are in the library parking lot when they arrive for pick-up, or, if this is not possible should call us when they are leaving their home to indicate what time they will arrive. Items for pick-up should be checked out to patrons in Destiny Quest the day of pick up. Once an item is checked out, print a receipt, put the patron name and place the materials in a plastic bag with the receipt stapled to it.

The following should be shared with patrons: Upon arrival at the library, patrons are required to exit their vehicle and walk to the table on the sidewalk. **Staff will not approach vehicles.** Hold items will be in a bag on the table, and once staff have confirmed patron details for identification, patrons may remove the bag from the table. **Items for return will not be accepted at the curbside pick-up table.** Patrons must place return items directly in the book drop.

**Maintain a distance of six feet from others at all times**

**Patron Name:** \_\_\_\_\_

**Date of Request:** \_\_\_\_\_

**Requested Items:**

---

---

**Or, Mystery Shop by genre:**

---

**# of books to pull:** \_\_\_\_\_

**Name of person picking up:** \_\_\_\_\_

**Expected date/time of pickup:**

---

***Approved by Thornton Public Library Board of Trustees 3/16/2020***