

## Curbside Pickup at Sharon Public Library

While the Library is still closed to the general public, we are delighted to announce we will be starting curbside service shortly! Starting **Monday, June 1st, 2020**, Sharon Public Library patrons will be able to place holds and pick up limited amounts of items from the library. We know this is exciting for our patrons, and we also realize there will be questions about this new process.

To help breakdown the many steps we've taken to protect staff and patrons, please read the following FAQ.

**Curbside service is by registration only. Patrons must reserve a time slot by using our Eventkeeper calendar and selecting an available day and time. Patrons who do not register ahead of time will not be provided curbside service if they show up at the library unannounced.**

Curbside Delivery begins on Monday, June 1st, 2020

### Pickup Hours:

- Monday, Friday, and Saturday from 10:30 am to 3:30 pm
- Tuesday, Wednesday, and Thursday from 2:30 to 7:30 pm

### How do I select materials for curbside service?

- Patrons are encouraged to reserve specific materials online ahead of time by using the [OCLN catalog](#). Patrons who cannot use the online catalog to reserve materials are welcome to call the library at 781-784-1578. Library staff will provide assistance as time allows. If calling by phone, please anticipate wait times as library staff work to help patrons in the order the phone calls arrive.
- Please bear in mind that the library will be very busy during the first few days of curbside service. Library staff may be unavailable to answer the phone, and/or curbside services time slots may be unavailable on your preferred day. The library staff is working as hard to provide a safe and efficient checkout procedure for patrons.
- Only items that are currently available in the Sharon Public Library are available to request at this time. As delivery services resume across the state, this will change and we will update our procedures as necessary.
- If you don't have specific titles to request, please feel free to use our Reader's Advisory form, and one of our staff members will work to fulfill your request. RA requests are limited to 5 Adult items and 20 Children's items. We know our Sharon patrons are avid library users, but this will allow us to provide service to more patrons during the limited hours we are open.

### I just received my pickup notice. What do I do now?

- Once you receive notification that your holds are available, please use the [EventKeeper calendar](#) to reserve your curbside service time slot.
- When filling out the form, please include your car color, make, and model. Or, check the box to let us know you will be walking.
- We respectfully request that patrons limit their pickups to one per week, to allow library materials and curbside service to be available to all.

### **My curbside delivery time is here. What's the procedure?**

- When your curbside pickup time arrives, please park in one of the High Street parking spots marked LIBRARY CURBSIDE DELIVERY. Do not exit your car until instructed to by a library staff member.
- If you are walking, please wait at the designated area for the library staff member to exit the building.
- A library staff member will exit the building and place your materials on the table. The staff member will then walk near your car to confirm your name, and advise you that your materials are ready.
- Please stay in your car until the library staff member has returned to the building.
- Exit your car, and take your materials. They are already checked out to you.
- As a courtesy to other SPL curbside users, please exit the parking space in a timely fashion. We understand that getting new materials from the library is exciting! But we have a limited amount of parking spaces, and these need to be kept free for additional curbside patrons.
- In the case of walkers, please remain where you are until the library staff member re-enters the building, then retrieve your materials.
- We know our patrons will be excited to pick up their library materials! However, in order to ensure a smooth curbside delivery experience, please do not show up before your scheduled time, as it will interrupt the curbside delivery process for other patrons. If you are early for your selected time, please wait in the larger parking lot until your time arrives.

### **I have library materials to return. What do I do with them?**

- Please be patient, as the library staff is working to process a backlog of materials.
- There are currently a number of library materials checked out from the Sharon Public Library, spread across homes in town. If all these materials came back at once, the library would be flooded with materials.
- If you have materials to return, please place them in the book drop next to the library table. Library staff members will not accept returns directly from patrons.
- If you do not have library materials to pick up, but would still like to return your library materials, please follow these guidelines: If your birthday is on an even day of the month, return your books on Monday, Wednesday, or Friday if possible. If your birthday falls on an odd day of the month, return your books on Tuesday, Thursday, or Saturday. This will cut down on backlogs in processing and make for smoother return of materials.
- All returned materials will be quarantined for 3 days before they are available to the community. That means it will take up to 5 days for materials you have returned to be removed from your account.
- We are not charging late fees or fines during this time. All due dates on library materials have been extended.

### **I missed/can't make my curbside delivery time. What do I do?**

- Please contact the library if you are unable to make your scheduled time. As we have limited times per day, this will allow another patron to take the spot.

- If you've missed your scheduled time slot, you will have to sign up for another time slot later in the week. Curbside delivery time slots are limited, so we encourage patrons to make every effort to choose a time slot that works for your schedule.
- Please contact the library at 781-784-1578 with any questions or concerns prior to your curbside delivery time slot. Be aware that the call volume at the library may be high, so your patience in waiting is very much appreciated.

**I want to place library materials on hold, but I can't find my library card. What do I do?**

- Please contact the Sharon Public Library at 781-784-1578 for more information, or email [sharonlibraryma@gmail.com](mailto:sharonlibraryma@gmail.com).

We are committed to your safety and that of your neighbors. These are challenging times and the staff at the SPL library is ready to accept this new challenge to help the community that relies on us. We hope that the library can be a way for Sharon Public Library patrons of all ages to experience a small bit of normalcy by curling up with a new book or DVD from the library.

Thank you for your cooperation and consideration of these procedures. This document should be seen as a living document; changes and updates will be made as our understanding of COVID-19 and safety protocols as outlined by state and federal agencies continue developing.

Questions? Comments? Please email Library Director Lee Ann Amend at [lamend@ocln.org](mailto:lamend@ocln.org).