

Hagaman Memorial Library Frequently Asked Questions: Library Curbside Services (REVISED 07/06/2021)

- *What are Library Curbside Services?*

Library Curbside Services began during the period when the library was closed to the public during the worst of the continuing Covid—19 health crisis. Curbside services picking up books, DVDs, or other library items. While the library fully re-opened in early June, we are still offering curbside pickup services for our patron's convenience.

- *How does Curbside Service work for books, movies, and other items?*

You may either request items in our catalog online or over the telephone during business hours with the assistance of library staff. Library staff will collect the requested items and contact you to let you know that your items are available for you to come and pick up. **Please note that items will be removed and checked back in after three days if you cannot pick up your items in a prompt fashion.**

To make curbside services contactless, items will be checked out to you before your arrival to the library. While you are welcome to come into the library, it is optional for patrons to place returned items in the outside book and A/V drops located in the parking lot.

A wooden cart will be set up in the foyer behind the Children's Room entrance; patrons will look for their names written on the receipt and collect their items from the table.

- *Where can I return my books, movies, or other items?*

Patrons are welcome to place their items to be returned in the outdoor book and A/V drop, the contents of which are collected and checked in twice a day by library staff. You are also welcomed to come into the library and return your item during business hours; please refer to the General Services Frequently Asked Questions page for our current face mask policies.

- *Will the library charge late fees? I couldn't return my stuff after you closed.*

Never fear! The library isn't going to charge late fees during the time we were closed to the public. As of this writing, it is likely that the library will resume the practice of collecting late fees in October 2021, though this date is subject to change.