



## Curbside Pick-Up Frequently Asked Questions

### **What is the loan period for items during curbside pick-up?**

Items are loaned for four weeks. However, overdue fines have been temporarily suspended.

### **Is there a limit on the number of items I can order?**

Yes. Orders are limited to 25 items at a time. If more than 25 items arrive at once, staff will determine which items will be selected for check out.

### **Are all items available for loan?**

Unfortunately, no. At this time, **ILLOs**, **museum passes**, **'Library of Things'**, and **'Ready to Read' backpacks** are not available during curbside pick-up.

### **Do I need an appointment to pick-up my items?**

Appointments are ideal, but not required. However, please do not come to the branch until you have been contacted that your items are ready for pick-up.

### **What happens if I miss my pick-up time?**

If you miss your pick-up time, we ask that you contact the branch and reschedule. If we have not heard from you by the end of day two, your order will be cancelled and items will be returned to the shelves.

### **Can I return items at the same time I am picking up?**

Items can be returned in our 15 branch book return bins anytime. If you are returning items during your pick-up, please notify staff ahead of time. For the health and safety of both staff and patrons, staff will be unable to take returns from you directly. Items can be returned in book return bins or in the totes provided at pick-up.

### **Do I need to bring my Library card for pick-up?**

Yes. Identification is required to pick-up your order. If you do not have your Library card, government issued ID will be accepted.

**Can someone pick-up my order for me?**

Absolutely! If someone other than you will be picking up your order, please let staff know when arranging pick-up. Don't forget to send them with your Library card or have their ID available.

**Can I donate items?**

Unfortunately, the Library is not accepting book or material donations at this time.

**Why are only six locations offering curbside pick-up?**

Locations for curbside pick-up were chosen based on available resources and their ability to safely offer the service, given safety precautions for COVID-19 and access to facilities. Offering curbside pick-up requires additional staffing to ensure proper procedures can be followed. Two branches in each County were selected to ensure equal access across SDG.

**Is it safe to borrow items during COVID-19?**

Working within the Provincial and local health authority guidelines, we have put in place a number of precautions to ensure our materials are safe to be handled and picked up by staff and the public.

All returned items will be quarantined for a period of 72 hours and staff will be using proper equipment whenever handling materials. Staff have been trained on how to safely operate within the guidelines and everyone is expected to follow physical distancing rules at all times.

**Do you have an option for delivery?**

Unfortunately, not at this time. You are welcome to send someone to pick-up an order on your behalf. If someone other than you will be picking up your order, please let staff know when arranging pick-up. Don't forget to send them with your Library card or to have their ID available.

**Do you know when the Library will re-open?**

We continue to closely follow the recommendations provided by the Province and the Eastern Ontario Health Unit. We will post updates on our website and social media as soon as we know more.