

## Curbside Pick-Up Procedures

The library will begin offering curbside service to patrons per Governor Murphy's orders as we move towards a larger re-opening.

Initially, patrons will be contacted to schedule a pick up time for existing holds already waiting on the hold shelves. No new holds will be processed until the existing holds have been distributed or cancelled.

- Patrons can place requests for up to 5 items at a time through the library's online catalog or by calling their preferred pick-up branch.
- Patrons will be notified by e-mail, text, or phone when items are available for pick-up, based on their account preferences.
- Once items are available, patrons must schedule a pick-up time by calling their pickup branch.
  - Staff will ask patrons to verify their name, library card number, and date of birth when scheduling the pickup by phone.
  - Effective 6/29/20, curbside pick-up will launch at all branches with appointments available during the times listed below:
    - Court House: Monday-Friday, 9-11 am & 2-4pm
    - Cape May City: Monday-Friday, 9-11 am & 2-4pm
    - Lower Cape: Monday-Friday, 9-11 am & 2-4pm
    - Sea Isle City: Monday-Friday, 9-11 am & 2-4pm
    - Stone Harbor: Monday-Friday, 9-11 am & 2-4pm
    - Upper: Monday-Friday, 9-11 am & 2-4pm
    - Wildwood Crest: Monday-Friday, 9-11 am & 2-4pm
    - Woodbine: Monday-Friday, 2-4pm
  - Pick-ups will be scheduled in 15 minute increments.
  - Pick-up times are limited.
- Patrons will call the branch when they arrive for their items.
  - Staff will verify the patron's name, library card number, and date of birth.
  - Patrons must remain in their vehicle or on the sidewalk until staff place their items on the pick-up table.
- Patrons may return items to the outdoor bookdrops only.
- All returned materials will be quarantined and unavailable for at least 72 hours after return.