

Curbside Pickup *services*

The Haldimand County Public Library is pleased to offer curbside pickup services beginning June 4th, 2020. While members remain unable to come in to our facilities during this phase of re-opening, access to our print and video collections is now possible through item holds and curbside appointments. Here's how it works:

Reserve Materials

- Users can place holds on items independently through the library's [online catalogue](#). Once at the catalogue, select the login option in the top blue menu and enter your membership card number (all 14 digits, no spaces) and your PIN. Search for authors, titles or subjects of interest and when you find an item, click the "[Place Hold](#)" button beside that item's listing. Don't miss our new list of [author suggestions](#). If you don't know your PIN or experience any login issues, give us a call and we'll get you up and running.
- Holds can be placed on items from any of our branches; we will be delivering materials between sites at least once weekly
- Members can also call the library and staff can provide materials selection guidance over the phone. Not sure what to read or watch next? Library staff are here to help you.

Pickups

Once holds are placed on materials online or over the phone, staff will gather reserved items, place them in paper bags, and call you. At that time, you can book a curbside pickup appointment. Morning, afternoon, evening and weekend slots will be available at all branches. You will be provided a 30-minute timeslot during which you can pick up your materials from a numbered bin placed outside our building. You do not need to call us upon your arrival, and members do not need a vehicle to participate in this service. Families can also arrange for multiple bags in a single bin, reducing their number of trips.

Returns

If you have items to return, those items can be placed in the same bin from which you take your new loans or they can be returned through our exterior overnight drop boxes at any time. Returned items are quarantined for a minimum of three days and subsequently processed using safe handling practices prior to next use.

Some limits on the number of appointment bookings per member will apply during the launch of this service. To ensure social distancing, we ask participants to approach our bin areas only once vacated by other members.