

# WESTCHESTER PUBLIC LIBRARY CURBSIDE PICK-UP F.A.Q.

## Who can use curbside pick-up, and when?

Beginning **Wednesday, May 20**, curbside pick-up will be available for Westchester patrons only. Initially, this service will be available **Monday through Friday, from 10 am to 2 pm**, but these hours may increase as circumstances allow.

## What items will be available via curbside service?

Until further notice, all available items will be from the Westchester Library's collection only. This means items **cannot** be requested from other libraries. There is a limit of **5 items per patron**.

## What Library services will be available curbside?

Patrons who have requested Westchester materials in advance can drive to the Library (after they have been contacted by us to schedule a pick-up time), and a staff member will run the items out to you. You can also return borrowed materials to our curbside staff or via our book drop on the eastside of the building. All virtual services and materials will remain accessible as they have been throughout this crisis.

## How do I request materials?

Patrons can request Westchester Library materials through the SWAN online catalog using your Library barcode and PIN numbers. Alternatively, you can send us an email request ([askus@westchesterpl.org](mailto:askus@westchesterpl.org)) and include: your name, phone number, Library barcode number, title of materials, and format (e.g., book, CD, DVD, etc.)

## How do I access the online catalog?

[https://swanlibs.ent.sirsi.net/client/en\\_US/wcs/](https://swanlibs.ent.sirsi.net/client/en_US/wcs/)

## After I submit a request, *when* and *how* do I pick up my materials?

After we receive your request and confirm the materials are available, staff will check the items out to you and quarantine them for **3 days**. (Your items will be checked out for **4 weeks** to account for this quarantine period.) You will be given a time and date for when you can drive to our parking lot, at which time, the items will be run out to your vehicle and placed in your trunk.

## Is curbside service available to pedestrians or bike riders?

Initially, curbside service is only available to Westchester patrons in cars. However, we hope to extend this service to pedestrians and cyclists as circumstances allow.

## Will the Library building be open to the public during curbside service hours?

No, the Library building is closed to the public until further notice.

*Revised 5/14/2020*

*The curbside service procedures detailed above have been developed in accordance with Centers for Disease Control & Prevention and the Illinois Department of Public Health's guidelines.*