

# Welcome to our Curbside Pickup Service!

---

We are here for you and are thrilled to offer this new service! Books, movies, and music can provide comfort and relaxation as well as information. To get these items into the hands of our community, the Lakeville Public Library has launched a curbside pickup service. It only takes 3 steps:

Step 1:

Place your holds online at [https://sails.ent.sirsi.net/client/en\\_US/lakeville/](https://sails.ent.sirsi.net/client/en_US/lakeville/)

Not sure what you want? Give us a call at 508-947-9028 and staff can place up to 5 items on hold for you over the phone or facilitate the selection of a ready-made "book bundle" to take home.

Step 2:

We will contact you when your holds are ready and schedule a time for pick-up.

Step 3:

Please pull up to the front entrance and stay in your car when you arrive, give us a call and pop your trunk. Staff will place the items in your car.

Note: Please wait until staff has re-entered the building to drop off any returns in the exterior book drop, as staff cannot take them from you directly during this time.

## Frequently Asked Questions

### Safety

**Is it safe to borrow items at this time?** This service aligns with the Governor's Phase 1 Plan which gives libraries the ability to begin offering direct service to people in a safe manner. We are taking precautions to ensure that materials on our shelves and those that are returned to us are safe to be handled by both staff and members of the public.

**Can I use curbside pickup if I'm sick or feel unwell?** Do not use this service if you feel unwell, or if any member of your household is sick or in quarantine. This helps ensure everyone's safety.

**What are you doing with returned items to ensure they're safe to go out again?** Any returned items are not handled for 5 days, which is more than the recommended period of 72 hours. After that time they are checked in and made available for borrowing again.

## Ordering Materials

**What if I don't know exactly what I want to order?** You can call the library (508-947-9028) and let us know what you're interested in reading. Staff can pick out some titles that we hope you will enjoy.

**How do I place a request?** There are two ways: through the online catalog at: [https://sails.ent.sirsi.net/client/en\\_US/lakeville/](https://sails.ent.sirsi.net/client/en_US/lakeville/) or by phone (508-947-9028). For each, you will need to know your library card number and PIN. Your PIN is most often the last 4 digits of the phone number you gave us when you registered your card. Still unsure? You can give us a call and a staff member will assist you.

**Can I order items if I don't have a library card?** You must have a SAILS card to borrow materials. If you don't have one yet, you can sign up online at: <https://www.sailsinc.org/my-account/get-a-library-card/>

## Scheduling Pickup

**How are pickups scheduled?** Once you receive notification that you have items available, you can call the Library at 508-947-9028 to schedule a time for pick-up. Pickups are scheduled at 10 minute intervals between the hours of 11 a.m. - 4 p.m. on Monday through Thursday and 11 a.m. – 1 p.m. on Saturday.

**What happens when I pick up the items?** Please stay in your car when you arrive at the front entrance, give us a call and pop your trunk. Staff will place the items in your car.

**Can I ask someone else to pick up my items?** You can have a family member, friend, or neighbor pick up your material as long as they can verify your library card information when they arrive.

**What if I cannot call when I arrive?** When staff call you to make your appointment, we will ask if you need to employ a planned adapted pickup method for you.

**What happens if I forget and don't pick up my items at the scheduled time?** Call the library as soon as possible to arrange a new pickup time. If we do not hear from you, staff will give you a call the next day. If we cannot reach you, the items will be returned to the shelves so another patron may borrow them.

## Other

**I have fines/charges on my account. Can I use this service?** You don't have to pay any outstanding fines or fees before using this service while the library remains closed to the public.

**Can I return my items?** Yes. We ask that all returns go into the exterior book drop, as staff cannot accept returns directly from you. If you have something to return when getting materials with Curbside Pickup, please wait until staff has re-entered the building before approaching the book drop.

**Can I bring donations?** No. While we appreciate you thinking of the Library, we ask that you hold on to any donations at this time, as staff cannot accept donations directly from you. We will begin accepting donations again at some point in the future.