

# Curbside Service FAQ

Q: What days/hours is curbside pickup available?

A: Monday 10-12 & 1-3

Thursday 3-6

*Hours are subject to change.*

Q: Where will the hours be posted?

A: Hours will be posted on the library door, library website, and Facebook

Q: When can holds be placed?

A: Holds may be placed on materials at any time by going to <https://www.mechanicsville.lib.va.us/> and clicking on the "catalog search" button at the top of the screen. To place holds you will need an active Mechanicsville Public Library card. If patrons find their card needs to be renewed, they will have to contact the library.

Patrons may also email or call the library to request materials.

Q: Will materials be able to be picked up outside hours listed above?

A: No, materials must be picked up during the hours listed above.

Q: How do patrons know when materials are ready for pickup?

A: Library staff will ask the patron to give library staff approximately 15 minutes to get materials ready for pick-up. Or a pick-up can be scheduled for another time during pickup hours.

Q: How does the pickup work?

A: Patron should park out front of the library with the trunk opened or back window rolled down so that materials may be placed in the patron's vehicle. Patrons will be asked to stay in their vehicle while materials are being delivered by staff members. If someone walks to the library, the library staff will place the materials on the red cart outside of the building so the patron can safely pick up materials. If a patron places a hold online, the library staff will contact the patron to let them know when they can come and pick up their materials.

Q: What happens if there is already a hold on a certain material?

A: Patron should go ahead and place a hold on the item. When the item is checked in, a notice will pop up and the library staff will contact the patron letting them know the item is ready. Staff will schedule a time for pick up with the patron.

**Q: Can materials be returned when picking up new materials?**

**A: Yes, but all materials must be placed in the book drop. Staff will only be bringing materials out and placing them in the trunk or back seat of the patron's vehicle.**

Q: Is there a limit on materials that can be checked out per account?

A: Yes, we will limit materials to 10 items per patron card.

Q: Will patrons be able to make requests to get copies made or faxes sent during this time?

A: No, the library building will be closed indefinitely. The library board will determine when patrons will be able to enter the building.

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Q: Can patrons use the computers inside the building?

A: No, the library building will be closed indefinitely. The library board will determine when patrons will be able to enter the building.

Q: How long will curbside last?

A: Curbside service will last if service is needed.