

CURBSIDE HOLDS PICKUP FAQ

Q: Why do I have to make an appointment?

A: Appointments are required at this time to ensure we can provide safe distancing for both our patrons and staff and clean regularly.

Q: What if I can't make it to my appointment?

A: When you make your appointment, you will receive a confirmation email that has a link you may use to cancel or reschedule the appointment. Please call the library at **503-697-6582** if you are cancelling within 24 hours of your appointment.

Q: What if I am going to be late to my appointment?

A: Please call the library at **503-697-6582**.

Q: Can someone else pick up my holds for me?

A: Yes. When you make an appointment, you can provide library card numbers for your family members as well. We will have all the holds waiting for you when you arrive.

Q: I don't use email, how can I pick up my holds?

A: Please give us a call at **503-697-6582** during our **phone** hours 10am – 5pm Monday - Saturday and we will assist you with scheduling an appointment.

Q: Should I wait until my items are available before making an appointment?

A: Yes. Please wait until you receive notification that holds are available before you make an appointment.

Q: How many appointments can I schedule per week?

A: As a courtesy, we ask that you only make one appointment per week. Holds have been extended to give patrons three weeks to pick them up instead of one.

Q: I made an appointment, but then received another notice of an available hold. What should I do?

A: If you already have an appointment scheduled, **you do not need to make an additional appointment.** We will checkout all of the materials you currently have available at the time of your appointment.

Q: If I'm driving to the library, where do I park?

A: Please pull into our curbside pick-up zone, which will be located in the front of the building near the main entrance. Approach the library from E Avenue to enter 4th St in the correct orientation for your vehicle.

Q: When I pick up items, will they be checked out to me?

A: We are no longer pre-checking out materials before patrons arrive to pick them up. When you arrive and present your card number, we will check the items out for you and include a due date slip.

Q: I am unable to come to the library during your hours of operation, how can I get my holds?

A: Please give us a call at **503-697-6582** for additional options.

Q: How long will you hold my items?

A: Items are held on the shelves for three weeks.

Q: When will my items be due?

A: Now through Sunday, September 6, 2020, all items will be checked out for four weeks. A due date slip will be placed inside of your items before your appointment.

Q: I have items to return. Can I return them during my appointment?

A: Yes! You can return items to the library 24/7 by using the automated book drop or parking lot drive-up return.

Q: I need help choosing books and placing holds.

A: Please call a librarian at **503-675-2540 (OPTION 2)** or **503-697-6580** for the Youth Services department.

Q: I have books to donate to the library. Can I bring them?

A: The library is currently unable to accept book donations.

Q: What safety measures are you taking?

A: Any materials you pick up will have been quarantined for at least 96 hours. When staff are preparing your holds, they will be wearing PPE (personal protective equipment) and cleaning surfaces routinely throughout the day. In between appointments, the holds pickup table will be wiped down with disinfectant.

Q: How are you keeping my personal information safe?

A: Your information is used strictly to book and verify your holds pick-up appointment, after which point it is deleted. Find out more about your privacy and security at <https://calendly.com/pages/security>.

Q: When will you reopen?

A: We do not have a clear timeline on when we will reopen the building to visitors, but we are here to help provide services by telephone and email 7 days a week. Please continue to check our website for current information, or subscribe to our email newsletter for regular updates by

For more information on reopening Lake Oswego and Clackamas County, please visit <https://www.ci.oswego.or.us/novel-coronavirus-covid-19/city-status-news>.