

Contactless Pickup Procedures for Patrons

1. The pickup hours are Monday-Friday, 11AM-6PM; Friday-Saturday, 11AM-2PM by appointment only.
2. **A mask must be worn during pickup and at the time of return of library materials in the outside bookdrop. Social distancing guidelines will be followed.**
3. For safety reasons, some library materials including STEM kits, museum passes, and puzzles are not available for curbside pickup.
4. Please note that if your account is blocked, access to the pickup service will be unavailable until the account is in good standing.
5. Patrons may request materials through our online catalog (highly recommended) or by phone.
6. Once requested items are available (this may take a few business days), a library staff member will call the patron to schedule a pickup appointment.
7. When the library staff calls to schedule a pickup appointment, the patron will need to provide the staff person with the name of the person that will be present at the pickup appointment.
 - a. If the name of the preferred pickup person changes before the pickup appointment time it is the responsibility of the patron to call and notify the library.
8. Patrons must be on time to ensure interaction with others is limited.
9. Patrons may park their vehicle in the designated parking spots.
10. At your pickup time, enter the community center and a staff person will be in the community center lobby behind a table.
11. A staff person will ask the patron for their name. When the staff person verifies who the patron is the staff member will place the checked out library items on the library table. Then the staff person will let the patron know that they may approach the library table for their bag of checked out library items.
12. Patrons must keep a 6ft social distance from all patrons and staff; only one patron at the pickup table at a time.
13. LML reserves the right to refuse service to anyone who jeopardizes the safety of LML staff and our patrons.
14. Patrons will find a checkout receipt inside their pickup bag.
15. If a patron does not pick up their holds at the scheduled pickup appointment time, it is the patron's responsibility to call the library and reschedule the appointment time. The rescheduled appointment time must be done in 4 business days before the library materials are checked in, reshelfed, and fulfill the next request.
16. Please call the library 610-966-6864 if you need more information about contactless pickup.