

## **Jasper County Public Library Curbside Service Policy**

Recognizing that there are times when library patrons may be unable to enter the library buildings, Jasper County Public Library will offer Curbside Service for materials pick-up. This service will be available anytime the library is open for business.

All circulating materials are available to be placed on hold and can be distributed through the curbside pick-up service.

Patrons may call the library and request that staff place holds on their desired items or patrons may access the library's online catalog 24 hours a day to place their own requests. Phone calls to alert patrons about their arrived holds will include the curbside times and procedure.

Available items placed on hold will require at least 24 hours to process for patron pick-up. Patrons will be notified when items are ready for pick-up. When patrons arrive at the library location to pick up library materials, they should call the library phone number to notify staff that they have arrived. Patrons who do not have a cell phone should call the library location before they leave their home or workplace to schedule a pick-up time.

Last pick-up of the day may be scheduled no later than 30 minutes before closing time.

Due dates and holds are handled according to the Circulation Policy and established library procedures.

Patrons may return materials curbside when picking up materials.

Adopted October 2021; reviewed 11/25