**CURBSIDE PICKUP**

The Carrabassett Valley Public Library will begin offering curbside pickup for library items starting Tuesday, May 19

**Requesting Items**

Books, audiobooks, DVDs, and CDs may be checked out through this service.

**How to Request Items:**

* 1. Search our catalog at: <https://opac.libraryworld.com/opac/standard.php>
  2. You can call, text or email us if you need help accessing the site or placing a hold. Contact information can be found at <http://www.carrabassettvalley.org/public-library>

1. Search for an item in our catalog and click “Request Item” to place it on hold.
2. Wait for a phone call or email notifying you that your holds are ready for pickup.
3. Follow instructions for curbside pickup below.

**Picking Up Items**

Curbside pickup is available at all of our branches starting Tuesday, May 19. You may pick up your holds when you are notified that they are ready.

SPRING HOURS: Now through June 13 -Tue-Fri: 10-5 & Sat: 10-3

SUMMER HOURS: Begin June 17: Wed-Fri: 10-5 & Sat: 10-3

Curbside pickup is not available on days when the library is closed.

**Instructions for Curbside Pickup:**

1. You will be notified by phone or email when your holds are available for curbside pickup.
   1. Please note that your holds are not ready for pickup until you receive a notification and the items are marked as “Held” in your account.
2. Once you are notified that your holds are available, drive to the CV Library during curbside pickup hours.
3. Your item(s) will be in a brown paper bag with your name on it.
4. If you don’t see your bag, please let us know that you are outside by calling 237-3535. We will need your name.

**Returning Items**

**How to Return Items:**

1. All items that you would like to return should be placed in the item return bin AT THE CARRABASSETT VALLEY PUBLIC LIBRARY ONLY. Please do not bring them to any of the off-site drop locations as they cannot be accepted. Staff members are unable to accept items from your vehicle.
2. All returned items will be quarantined for at least seven days. Due to this extended quarantine, there will be a delay in processing for returned items. Items will remain on your account until taken out of quarantine and checked back in. No fines and worries!

Returning items that you have checked out allows other patrons to enjoy them (after the quarantine period, of course).

**Frequently Asked Questions**

**Q: Who can use curbside pickup?**

A: Curbside pickup is available for current physical library card holders.

**Q: I already had holds ready for pickup when you closed your buildings in March. Can I still get them?**

A: Yes, a staff member will call you if you already had a hold ready for pickup. They will verify that you still want the items and give you the new date that the items will need to be picked up by.

**Q: How long will I have to pick up my holds once I have been notified that they are ready?**

A: You will have seven days to pick up your holds.

**Q: How will you maintain social distancing?**

This delivery system is no-touch so we will prepare your items with the utmost care and disinfecting measures recommended by state CDC guidelines, place them in a brand new paper bag (provided by John Beaupre) and tape it shut. The bag will be placed on the cart out front for you to pick up.

**Q: Who can pick up my items?**

A: For a temporary time, anyone may pick up your items.

**Q: I don’t have a cell phone. Can I use curbside pickup?**

A: Yes, you may use the curbside pickup service. We will make arrangements for a timeframe for you to pick up your items.

**Q: Can I use curbside pickup if I walk to the branch or ride my bike?**

A: Yes, your items will be and placed outside for you to retrieve.

**Q: Are you accepting donations?**

A: We are not currently accepting donations.

**Q: How long will you offer curbside pickup?**

A: We are unsure how long curbside pickup will be offered. The health and safety of our staff and community is our top priority.

**Q: I just really miss the library. When will you reopen your buildings?**

A: We miss you too! At this time, we do not have an exact reopen date set. We will update you all as soon as we do.