

CLD&J Patio Pick-Up Service

PATIO PICK-UP SERVICE

5110 Jamesville Road
DeWitt, NY 13078
315-446-3578
www.CLDandJ.org

HELP TO KEEP YOURSELF AND OTHERS SAFE!

You must wear a mask on
library property when
you are out of your car.

You must maintain a
distance of six feet from
others when picking up
library items.

Beginning June 15, 2020.

RESERVE YOUR ITEMS

Reserve CLD&J items through the catalog at www.CLDandJ.org. Currently, only holds for items that CLD&J owns and which may be returned in the outside book drop will be filled.

MAKE AN APPOINTMENT FOR PICK UP

When your items are available, you will be notified by phone or e-mail. Call the Library at **315-446-3578** to schedule a pick-up appointment.

Appointments are for a 15 minute slot. Up to 5 items may be picked up per appointment. Holds placed on family members' cards may be picked up during your appointment.

To ensure that as many patrons as possible can take advantage of this service, we ask that you limit appointments to no more than one appointment within a two week period.

PICK UP YOUR ITEMS DURING YOUR APPOINTED TIME

During your appointment time, your holds will be available for pick up on our Patio Pick-Up tables in front of the Library.

Your items will be labelled with the first three initials of your last name and your appointment date and time.

Just pick up your bundle and go. Your items will already be checked out to you prior to your arrival.

RETURN YOUR LIBRARY ITEMS

Please return all library materials to our outside book drop. Per CDC guidelines, items will be quarantined 7 days before they are checked in. No fines will be charged for this period.

FAQ

If I get an automatic notification that my hold is ready, should I head to the library to pick it up?

Not at this time. You must call the library to set up an appointment time.

Why is it taking longer to receive my holds?

To keep our community safe we are following the CDC and industry guidelines for quarantining items. This is currently 7 days after they are returned. In addition, we are only permitted to have a limited number of employees in the building at one time.

How can I speak to a library staff member directly?

Currently, you may call us at: **315.446.3578** or email us at: reference@cldandj.org.

May I enter the library?

Unfortunately, not at this time. Please check our website frequently for updates: www.cldandj.org.

What happens if I can't make it to my appointment time?

Please notify us in advance of your appointment to reschedule your pick-up. If you do not notify us in advance, your holds may be cancelled.

What is the library doing to assist with patron safety?

The library staff will be sanitizing the tables used for **Patio Pick-Up** before and after each two hour pick-up period. The library will use their security cameras to ensure patrons are respectful of this service.