

## Cicero Public Library

### Contact-Free Curbside Pickup Service

The Cicero Public Library is planning to make library materials available to our patrons in a contact-free curbside pickup service. The library is taking every precaution to ensure that this service is provided in a way that is safe for patrons as well as library staff while in-person services remain unavailable.

Contact-Free Curbside Pickup will begin on Wednesday June 17, 2020.

#### **Placing holds:** Online, Phone or Email

You can place holds on Cicero items via the Swan Catalog Online:

[https://catalog.swanlibraries.net/client/en\\_US/cis/](https://catalog.swanlibraries.net/client/en_US/cis/)

By Phone: Call us at 708-652-8084 Ext 6

If we are unable to take your call, leave a message with your request and a phone number. A staff member will respond to your request.

By Email: [reference@cicerolibrary.org](mailto:reference@cicerolibrary.org)

#### **Wait for notification that your materials are ready for pickup:**

Staff will call or email you when your materials are ready for pickup. We may need a few days to fill orders as the service begins. Please do not come to the library before you have been notified. We appreciate your patience.

#### **Picking up your holds:**

By vehicle: park in one of the three designated Curbside Pickup spaces on the west side parking lot, located on 53<sup>rd</sup> & Cermak Rd.

Text 708-607-8008, call 708-652-8084 Ext 5 or use the link in your notification email when you arrive.

Pop trunk or open it and return to your vehicle.

Staff will place your materials in your trunk and notify you the transaction is complete.

By foot: find the Walk-Up Pickup sign at the library's main entrance and follow the instructions posted there. \*Please make sure you wear a mask and practice social distancing\*

Please be respectful of our staff. Do not approach staff members when they drop off your materials. Thank you!

**Curbside Pickup Hours:**

Monday-Friday 10am-5pm

Saturday 11am-4pm

(Days & Hours are subject to change)

**Curbside Pickup Details:**

Only Cicero Library cardholders may request Curbside Pickup.

Only Cicero Public Library materials are available at this time. The interlibrary loan system is currently unavailable.

Curbside Pickup holds will be held for three business days.

**For staff and patron safety** we are following social distancing guidelines:

Staff will not accept returns from patrons during a Curbside Pickup.

Staff and patrons will have limited contact during Curbside Pickup: please call or email with questions.

**Returning Materials:**

All material must be returned in the front book drop.

Materials will be quarantined for a minimum of 7 days before processing, and will remain on patron accounts until they have been checked in.

All materials will be checked in fine free after quarantine.

Fees for lost or damaged materials will still be charged to patrons.

If the book drop is full, do not stack or leave materials on the ground or by the front doors of the library. Any abandoned materials will not be considered returned.

The library is not accepting donations at this time.

**Health & Safety:**

All returns are quarantined for a minimum of 7 days (guidelines set by the CDC and IDPH recommend 3 days for disinfection).

Staff report to work only if they (and family members) are healthy.

Limited staff members are allowed in the building at the same time.

Social distancing guidelines are closely followed.

Staff and patrons have limited contact during Curbside Pickup.

PPE is provided for staff members. All staff are encouraged to wash their hands frequently.

Workspaces are regularly cleaned with sanitizer.

### **Frequently Asked Questions:**

#### **What items can I get?**

Books, audiobooks, magazines, DVDs, Blu-rays, CDS, video games, and hotspots that are owned by the Cicero Public Library. Materials from other libraries are currently unavailable.

#### **How long will it take?**

If an item is available, you should receive notification that it's ready for pickup in 24-48 hours. Holds may take longer than usual due to items being quarantined upon returned.

#### **How long can I keep items once I've checked them out?**

Checkouts are 3 weeks. You can have up to 2 renewals as long as there are no holds on the item.

#### **How long do I have to come pick up my order?**

3 business days

#### **Where do I pick up holds?**

By vehicle: There are three designated Curbside Pickup parking spots on the libraries west side parking lot, located on 53<sup>rd</sup> and Cermak Rd.

By foot: find the Walk-Up Pickup sign at the library's main entrance.

Follow the instructions posted on the signs when you arrive.

Revised 06/11/2020