



Contactless Pickup

NORTON PUBLIC LIBRARY

FAQs

Why do I need to schedule a pickup time? Scheduled pickup times help us practice social distancing by controlling the flow of traffic at the library entrance and book and media drop area. Scheduling also allows us to have your holds checked out and ready when you arrive. Finally, scheduled times help create a steady pace so that staff are available to take calls, answer questions, and fill holds throughout the day.

Is it safe to borrow library materials? The library's contactless pickup service meets the guidelines for Governor Baker's reopening plan. Our contactless pickup procedure was designed to prioritize the safety of patrons and staff.

- Pickups are scheduled and contactless to comply with social distancing. If someone else is at the door when you arrive, we ask that you remain at least 6 feet from them.
- Staff will be practicing social distancing, wearing masks, frequently washing their hands, and cleaning high-touch surfaces throughout the day.
- We ask that you not use this service if you or any member of your household is ill or has been asked to quarantine.
- All returns will be set aside for 7 days before staff members handle them, so items will appear on your account after you return them.

What can I borrow? You can place holds on items from any SAILS library online or by using the SAILS app, or call the Library at 508-622-5255. Statewide delivery is running again, but wait times are longer than usual. [If you'd like to borrow an item that's available on our shelves, be sure to select "Search Norton Titles" from the drop down menu in the online catalog.](#)

What if I need help selecting materials? Give us a call or [use this form](#) and we'll be happy to help you find your next great read!

When can I pick up my order? Hold notifications have been turned on. When you receive a notification please contact the library to schedule a pickup time. Pickups are scheduled at 15 minute intervals.

What if I can't get out of my car or I don't have a cellphone to call when I arrive? When library staff call to schedule your pickup, please let us know if you need any accommodations.