



# Contactless Pickup

NORTON PUBLIC LIBRARY

## FAQs

**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.

**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. You will have a one-hour window to pick up your holds. Before your appointment, your items will be placed on the cart by the front doors (no need to call). The bag will be tagged with a hold slip (first five letters of your last name and last four numbers of your library card).

**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, they also help create a steady pace so that staff are available to take calls, answer questions, and fill holds throughout the day. Scheduling also allows us to have your holds checked out and ready when you arrive.

**What if I can't get out of my car?** When you call to schedule your pickup, please let us know if you need any accommodations.

**Is it safe to borrow library materials?** The library's contactless pickup service is based on the state guidelines, guidance from the CDC and professional library organizations, and was designed to prioritize the safety of patrons and staff. All items are quarantined for 72 hours before check-in (based on the most recent guidance).

- 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, has been exposed to COVID-19, or has been outside the country or visited any states that are not designated as a lower COVID-19 risk within the past 14 days.
- All returns will be set aside for 72 hours before staff members handle them, so items will appear on your account after you return them. The Library is fine-free during COVID.

**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!