Service Overview

Curbside Holds Pickup is a temporary service providing Gary Byker Library card holders the ability to pick up items waiting on the Library's Hold Shelf without entering the Library.

Patrons who use this service will park in the one of the Library's designated Curbside Holds Pickup parking spots in the parking lot and call the Library. Library staff will check out the materials inside the Library and will deliver them to the patron curbside.

Presentation of a library card or DL/ID will be required to pick up material. Patrons are asked to have their library card or DL/ID ready prior to calling the Library from the parking lot.

Service Requirements

- The materials you wish to pick up must be previously requested and awaiting pick up on the Library's Hold Shelf.
- You must be the cardholder or a co-signer/authorized individual on the account to pick up materials.

Service Procedure

If you have materials on the Library's Hold Shelf:
- Call the Library from the parking lot and request a Curbside Holds Pickup.
- Library staff will ask you to provide your name and library card number (or DL/ID number) over the phone, as well as in which number designated spot you are parked. Keep your library card or DL/ID handy, as you will be required to present it when the staff member delivers the materials to your vehicle.
- Staff will look up your patron record using the information provided and verify that the materials are on the Hold Shelf awaiting pickup. After locating the materials, staff will check them out to your account, bag them, and deliver them to your vehicle.
Frequently Asked Questions

Q. When is Curbside Holds Pickup service available?
A. Curbside Holds Pick-up is a temporary service available to Gary Byker Library card holders during the Library’s closed period. (Please check the Library’s website for Curbside Holds Pickup Service hours.)

Q. What if the hours for Curbside Holds Pickup service just will not work for me?
A. The Library is offering a new service, “After Hours Pickup Lockers,” for those patrons who need more flexibility in their pickup times. (See the Library’s web page for more information on this service.)

Q. Is it possible for patrons to call in real time and ask for Library staff to grab materials off the shelf and bring them out for Curbside Holds Pickup?
A. At this time, this service is limited to materials for which holds have already been placed through the online system and for which the patron has received automated confirmation of arrival (e.g., “Ready for Pickup”).

Q. I don’t use the online hold system. May I call and request something?
A. Yes. Please call (616) 669-1255 and leave us a message. We will return your call and/or place a hold for you.

Q. What if a person is picking up a hold for another card holder? Is it possible to use Curbside Holds Pickup service?
A. Yes, it is possible, but only if the person is a co-signer or an “authorized” user on the account. Contact Library staff for details.

Q. Are there any Library materials excluded from the Curbside Holds Pickup service?
A. At this time, the Library is not circulating items that may not be placed on hold through the online system. Such items include mobile hot spots, board games, coloring books, and puzzles.