



CURBSIDE HOLDS PICKUP SERVICE

Service Overview

Curbside Holds Pickup is a service providing patrons the ability to pick up items without entering the Library.

Patrons who use this service will park in the one of the Library's parking lot spaces and call the Library. Library staff will check out the materials inside the Library and 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 service is designed for materials previously requested and awaiting pick up on the Library's Hold Shelf.

You must be the card holder 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 (616-669-1255) 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 a description of your vehicle. 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. Staff will check them out to your account, bag them, and deliver them to your vehicle.

Curbside Holds Pickup - Frequently Asked Questions

Q. When is Curbside Holds Pickup Service available?

A. Curbside Holds Pickup is available to patrons during the Library's regular open hours. Please note: during inclement weather, curbside service may not be available.

Q. What if the hours for Curbside Holds Pickup Service just will not work for me?

A. The Library offers After Hours Pickup Lockers for those patrons who need more flexibility in their pickup times.

Q. I don't use the online hold system. May I call and request something?

A. Yes. Please call the Library (616-669-1255). If we are unavailable to answer at the time of your call, please leave a message. A staff member 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 picking up the hold items is a co-signer or an "authorized" user on the account. Contact Library staff to add an authorized user to your account.