

## **Contact-Free Curbside Service (Revised)**

Sayreville Public Library's **Contact-Free Curbside** materials pick-up begins Monday, June 15. Pick-up service is available by appointment, Monday through Thursday, from 10 AM-7 PM, Friday 10AM-4PM and Sunday, 2:00 PM-4:00 PM.

**For same day pick-up**, please be sure that:

- all items you request are available in the library catalog.
- all items you request are owned by Sayreville Public Library.
- your library card is in good standing and not blocked.

There are three ways to place your order for **available Sayreville materials**:

- Place **available** Sayreville items on hold in the online catalog.
- Call 732-727-0212, ext. 2 and tell us which materials you'd like to pick-up (limit 5).
- E-mail your request to [SFPLLIBRARIAN@LMXAC.ORG](mailto:SFPLLIBRARIAN@LMXAC.ORG).

**Additionally, you can place holds on checked-out items owned by Sayreville Public Library.** We will call you when the item is available. There is no interlibrary loan service at the moment, so you cannot request items from other libraries. **Orders placed by phone will be limited to five items.**

Once your order is ready, you will be contacted by library staff and given instructions on how to pick up your materials. A date and time frame will be decided at that time. When you notify us that you have arrived, your materials will be placed in a bag on a table outside the library.

**\* Please note that the library is still closed to the public and contact between the public and library staff is prohibited, except by phone or email. At no point will you physically interact with the library staff helping you. Please call the library from your phone, even if you are outside the building.**

**To pick up your materials, when you arrive:**

- Please park in the library's lot and call 732-727-0212, ext. 2.
- Provide your library card number to staff on the phone and remain in your car until your holds have been deposited on the pickup table and library staff have returned to the building. Do not approach the table if another library patron is present.

All returned library materials should be deposited in one of the library's three bookdrops. Please do not return library materials to staff or the pickup tables. If an item will not fit in the bookdrop, please make prior arrangements with staff for drop-off. **All "NEW" materials and all DVDs must be returned to Sayreville library or a \$10 fine will be accrued per item.**

**Other steps we are taking during this service, for the safety of staff and patrons include:**

- Library staff handling materials will wear face masks and gloves. We encourage you to do the same.
- All materials are held in a 72 hour quarantine before being returned to the shelves, or loaned out.
- Materials will be packaged in a plastic bag to streamline handling.
- The pickup table will be disinfected regularly.

## FAQ

### Is it safe to borrow items at this time?

We are taking precautions to ensure that materials on our shelves and those returned to us are safe to be handled by members of the public. All returned library materials are quarantined for the recommended time of 72 hours. After that time they are checked in and made available for borrowing again.

Pick-ups are scheduled so that people do not come into contact with each other. In the event that someone else is picking up a book, please wait in your car until they leave.

Do not use this service if you are unwell, or if any member of your household is sick or in isolation.

### Can I borrow materials if I'm not a resident of Sayreville?

Not at this time. The service is available to Sayreville Library card holders only.

### What can I borrow?

**For same day pick-up**, you can borrow any items that are currently in the library. Search the catalog to see if the items that you want are available. If an item is not available, you can place a hold and we will call you when the item becomes available. [https://lmac.ent.sirsi.net/client/en\\_US/sayreville/](https://lmac.ent.sirsi.net/client/en_US/sayreville/)

### What if I don't know exactly what I want?

Call the library or email a librarian and let us know what types of books or movies you prefer. Staff will choose a variety of items for you to enjoy.

The Children's Department is offering "Family Bags", an assortment of books chosen for your family Children's Dept. staff. Fill out a request form at <https://forms.gle/LNNtkFYtjBMkbDzp6>

### How do I place an order?

There are three ways to place an order. Online, by phone or by e-mail. For each you will need to know your library card number and your PIN number.

- **Online**-The easiest way to place an order is to visit the library's catalog at [https://lmac.ent.sirsi.net/client/en\\_US/sayreville/](https://lmac.ent.sirsi.net/client/en_US/sayreville/), find the items that you would like and click the "Place Hold" button for each item that you want. **Remember, this can only be done for books that belong to Sayreville Public Library.** Holds cannot be placed on items owned by other libraries,
- **Call us**-Call 732-727-0212, ext. 2 to speak to a staff member.
- **Email a librarian**- Send your order via email to [SFPLLIBRARIAN@LMXAC.ORG](mailto:SFPLLIBRARIAN@LMXAC.ORG)

### **When is this service available?**

**Orders can be picked up** Monday through Thursday, between 10 AM and 7 PM, Fridays between 10 AM and 4 PM and Sundays between 2:00 PM and 4:00 PM.

### **How long does it take to process my order?**

It takes time for staff to gather and pack your items, particularly when they are choosing items based on your preferences. We will try to fill your order as quickly as possible, but please allow at least 24 hours. There are many people using this service, so please be patient. Please allow more time if you place your order on a Saturday when the library is closed.

### **What if I don't know my PIN?**

Call the library at 732-727-0212, ext. 2. We will ask for your library card number and reset your PIN to whatever 4-digit number you would like.

### **Can I order items if I don't have a library card?**

You have to be a member to borrow material. Call the library to apply for a card over the phone or sign up online. Membership is free for all Sayreville residents. When you pick up your order, you will have to bring proof of your address to use your card for the first time. Staff will instruct you on how to do this and what forms of ID are required, when they call you about your order.

### **How many items can I, or my family, borrow?**

Each family member can borrow up to 25 books per card. **However, if you are calling in your order over the phone, please limit your request to a total of five books.**

### **Can I ask someone else to pick up my items?**

Yes, you can have a family member, friend or neighbor pick up your materials. You must give us the name of the person who will be picking up your order.

### **Can I use the service if I have fines on my account?**

If you have less than \$5 in fines and your card is not blocked you may borrow materials. All fines or fees must be paid with a credit/debit card, from our website, through your online account. No payments will be taken at the library while the building is closed to the public.

### **How do I pick up my materials?**

Your materials will be placed on a table outside the library. Please park your car in a parking space and call 732-727-0212, ext. 2 to let us know you are here. A staff member will place your order on the table and go back inside. If there is no one else at the table, you may approach and take your order. Orders will be in a bag, clearly labeled with your name.

**Can I return my items?**

Yes, but only by using our three bookdrops. If you have an item that will not fit in the bookdrop, please let us know, so that we can make other arrangements.

**What happens if I don't pick up my items in the time allotted?**

Call the library as soon as possible to arrange a new pickup time. If we do not hear from you, we will call you the following day as a courtesy reminder. If the items remain unclaimed, we will remove them from your account, so they are available for other patrons.

**If you have any other questions, please call 732-727-0212, ext. 2. A staff member will be happy to assist you.**