

## Stirling Library Curbside Pickup Starting April 21, 2020

Due to the current Covid-19 pandemic, the Stirling Library is closed indefinitely. While we cannot open our doors at this time, we are excited to announce Curbside Pickup. This service is ONLY for books and DVDs that are currently in the Stirling Library. Holds between libraries are still suspended at this time. We hope to be able to offer curbside pickup until the time that the library can re-open. It may take a few weeks to get into the rhythm of how curbside pickup will work best and so we ask for your patience as we figure things out.

Curbside Pickup Hours: Tuesdays and Thursdays 6-9p.m. Pick up times will be assigned in 10-minute increments. Please DO NOT come to the library when it is not your turn to pick up items. Do not come to the library to place holds. Only holds placed through email will be honored at this time. If you are unable to keep your assigned time to pick up items, a new time and date will be given. Please email the library if you have any questions.

### HERE'S HOW IT'S GOING TO WORK:

1. HOLDS CANNOT BE PLACED ONLINE. Search the catalogue ([www.stirlinglibrary.ca](http://www.stirlinglibrary.ca)) for items that are currently owned by our library and are available for checkout. If you need help with this, please email the library and we will send detailed instructions with pictures to help you with the process.
2. Currently, we are ONLY accepting emailed requests. Please send your requests to [help@stirlinglibrary.ca](mailto:help@stirlinglibrary.ca)  
Please include:
  - Your Name
  - Your library card number
  - Title, Author and Type of book i.e. picture book, adult fiction, junior fiction, YA etc.
  - Name of DVD/Blu-ray and Season if applicable
3. When your holds are filled, you will receive an email in return letting you know what day and time your items may be picked up.
4. **Adult cards are allowed up to 3 holds, Child cards are allowed up to 5.** When your holds have been returned, you may place more items on hold.
5. When it is your day and time to pick up your holds, please wait in your car until it is your appointed time to collect your items. Items will be checked out to you prior to being picked up. Items will be placed in a white plastic bag and set on top of the drop box. The bag will be labelled with your name. Please do not approach the librarian or any other people who may be near the library.
6. Do not return the plastic bags your items will be placed in.
7. Please return any library items in the drop box when you are finished with them. This will give others in our community the opportunity to check them out if they desire to do so. The drop box is open 24/7 and is emptied daily between 4-5pm. Items from other libraries may also be returned.
8. Upon the return of items to the library, items will be checked in and then checkout under the Stirling Library. They will then be placed in a **14-day quarantine** to ensure that viruses are not being transferred by paper/plastic/cardboard. After the 14-day quarantine the cases/covers/jackets will be disinfected with an approved cleaner/wipe. All material will be handled by staff wearing gloves.
9. Please wash your hands before and after handling library items. Please avoid touching your face while reading and avoid sneezing or coughing on items.
10. If you are feeling unwell, we ask that you wait to place holds on library items until you are no longer ill.
11. Your account must be in good standing (i.e. not blocked due to unpaid fees or lost materials) to use curbside pickup. Fees and fines may be paid online under Fees on your user dashboard. Library cards may also be purchased online at this time. No additional fees are being charged at this time, so any fees on your library account were there prior to our closing on March 15, 2020.