

# Curbside Pickup FAQ

## What time can I pick up my items?

Curbside Pickup is available **Tuesday and Thursday, 10am to 12pm.**

## Who can pick up my items?

Anyone may pick up your items, but they must have your library card number in order to pick up your items. Staff will not release items to those without a library card number.

## How do I reserve items?

Patrons are encouraged to reserve specific materials online ahead of time by using the OCLN catalog at [ocln.org](http://ocln.org)

Patrons who cannot use the online catalog to reserve materials are welcome to call the library at 781-848-0405.

Currently you may only place holds on items that Thayer Public Library owns. Once your hold is available, you will be notified.

## What if I no longer want to check out the items I have on hold?

Please call [781-848-0405](tel:781-848-0405) and speak with a staff member to cancel your holds.

## How does Curbside Pickup work?

1. Reserve your items [online](http://ocln.org) at [ocln.org](http://ocln.org) or over the phone at 781-848-0405.
2. Once your items become available you will be notified by email or phone. You may then pick them up only during Curbside hours. You do not need to call ahead or book an appointment.
3. When you arrive, call the library to speak with a staff member. Please have your library card number ready.
  - a. Let us know if you have any restrictions that make it difficult for you to retrieve your materials from the cart located on the curbside.
4. While waiting for your items please be respectful of others wait in your car or maintain the standard physical distance of at least 6 feet.
5. Staff will check your holds out to you, put them into a bag, and place the bag on the designated cart outside the parking lot entrance to the library.
  - a. Your alias will be clearly printed on your materials for easy identification.
    - i. Alias = first three letters of your last name + last four digits of your phone number.
    - ii. For example Chris Smith 781-555-4563 is alias SMI 4563
6. Please do not approach the cart until staff have returned inside the building.

## How long can I keep checked out materials?

Due dates for your items will be listed on your checkout slip attached to the bag.

**How do I renew items?**

You may renew your items online or over the phone. To renew online, log in to [your account](#) at ocln.org. You may renew items if no one else has requested them, and if the renewal limit has not been reached.

**Where do I return items?**

You may only return items via the drop boxes on the side of the building near the parking lot doors. All items are placed in quarantine for 72 hours before being put back on shelves. You will **not** accrue fines during the time your returns spend in quarantine. Please allow 72 hours before your account will show your items as returned.

**I returned my items, but my account says they are not checked back in yet.**

In order to ensure the safety of our staff and patrons, we are placing all returned items into quarantine for 72 hours before checking those items in. Your items should be marked returned shortly after that time period. No fines accrue during this time.

**What are the safety precautions your staff is taking?**

All staff members are required to perform regular handwashing, practice social distancing from other staff members and members of the public during the curbside service, and wear masks when social distancing isn't possible. All items checked back into Thayer Public Library during this time are placed in a 72-hour quarantine before being placed back on shelves or circulating to patrons.

**What if I don't have a cell phone, but still want Curbside Pickup?**

When you are notified that you have holds to pick up, let us know that you don't have a cell phone and cannot call when you arrive at the library. We will arrange with you a time to pick your holds up.