

In an effort to provide some support during this time, we are beginning limited curbside service!

Curbside Service will begin on Tuesday, May 26th at 10:00am at all member libraries of the Azalea Regional Library System. Patrons will be able to pick up available holds and previously requested items at a specific, designated time.

Curbside hours: Monday, Tuesday, Wednesday, Friday: 10am-2pm | Thursday: 3pm-7pm

PLEASE NOTE: Out of an abundance of caution for the safety of our patrons and staff, all libraries will remain closed to the public until further notice (no inside service).

How you will be contacted:

- Prior to May 26th, patrons with an available item(s) on hold will be contacted via email or telephone by a library staff member who will schedule a specific pick-up time for those materials. **Patrons are allowed only five (5) books per pick-up.**
- Patrons must park in designated parking spaces and should remain in their vehicles at all times during the transaction. Details will be provided when an agreed upon pick-up time is scheduled.
- Patrons arriving without an appointment will be asked to return home and contact the library to schedule an appointment for another day -- no exceptions.

Social distancing keeps us all safe!

- For the safety of all persons involved, patrons are not to be outside of their vehicles at any point during the curbside transaction. If a patron needs to open a trunk manually, the patron must do so prior to notifying the library staff of their arrival and must be securely back in their vehicle before library staff will complete the delivery.
- Library staff (gloved and masked) will wait until a patron is securely inside their vehicle before delivering items. If a patron gets out of their vehicle, the staff will move back into the library and instruct the patron to return to their vehicle.
- Library staff will place books in an open trunk. If the trunk cannot be opened, items will be placed on top of the trunk. If a vehicle trunk cannot be opened and there is inclement weather, the patron will need to open the door of an unoccupied back seat and get back into their vehicle. Staff will place items on the seat. The patron will close the vehicle door once the staff member has vacated the premises. During severe inclement weather, curbside may be suspended or postponed.

We need your help to make this process a success:

- Please arrive on time! If a patron is more than 10 minutes late, their time slot will be cancelled and a new pick up time will be scheduled on a different day.
- Patrons **are not** to loiter or interact with other patrons or library staff during pick up.
- Staff **will not** accept any books or other items from a patron during curbside service.
- Please continue to return items in the book drop.
- Member libraries **will not** accept any donated items until further notice.

Thank you for your patience, cooperation, and continued support!