

## Ventress Memorial Library Curbside Pickup Instructions

**Search!** Visit our online catalog for available Ventress Library items. At this time, we can only loan out what is physically in our library.

**Place It!** Holds can be placed online at [www.ventresslibrary.org](http://www.ventresslibrary.org) with your library card. Requests for titles can be made at [mapickup@ocln.org](mailto:mapickup@ocln.org) or by phone at 781-834-5535. Please include your library card number and any preferences for book format such as book on CD, Playaway, large print, etc. Delivery is not working yet so you are “limited” to titles that are here in the library.

**Be patient!** We will call you when your items are ready! (Please ignore any system generated emails.) Do not come for your items until we call you and tell you they are ready. We are working through this process and no doubt will be tweaking as we go.

**Park It!** Call 1-781-834-5535 from the parking lot. Please bring your library card number with you and tell us the number in your call or text message. We will place your items on a table outside the main entrance. If you arrive and someone else is waiting please be respectful and wait for your turn.

If you have a disability, we can deliver materials to your trunk or through a back-seat window (please let us know in advance if you need this service).

**Curbside needs to be contactless!** Please remain in your car until we are back in the building to pick up your items. We will NOT take returns via curbside pickup – please use the book drop.

**Returns!** Returned library materials will be quarantined for 72 hours on return to the library. They will remain on your library card until we are able to check them in. Please do not worry about overdue fines. We do not charge fines and due dates have been extended until June 30.

When will the library re-open? The library does not yet have a date to reopen. We are as anxious as you, but are happy we can safely offer this service to our patrons.

**Thank you!** We are doing our best to serve our community safely and efficiently. If you have any questions, please call or email us.