

# Curbside Delivery Service at the White Lake Library

## The Process is Easy:

You can place orders for books, movies, magazines, and more, and the library staff will provide safe contactless delivery of your items to your vehicle.

## How do I request materials for pickup?

1. Go online, search the [catalog](#), and place holds as usual.
2. Call the library at **(248) 698-4942** and ask a librarian to help you to place holds.
3. You can also contact us online from our website, [whitelakelibrary.org](http://whitelakelibrary.org).

## How do I know my holds are ready?

You will be notified via phone, email or text – or the same way that you requested to be notified in the past.

## How do I pick up my items?

1. Wait for the notification telling you your items are ready for pick up.
2. Call us at (248) 698-4942 with your library card information for pre-checkout, and we will have your order ready when you arrive.
3. Travel to the library, return any items in the drive-up book drop.
4. Pull up to our curbside delivery spots, located right in front of the library's main entrance.
5. Call the phone number on the sign. A staff member may ask for your name, your parking space number and a description of your car. If you did not call ahead, please provide your library card number.
6. Open your trunk or backseat passenger side window or door, and we will place your items inside!
7. Please remain in your vehicle so we can provide you with contactless delivery. Staff will maintain strict social distancing and cannot accept returns when making deliveries. Returns must go into the drive-up book drop.

Curbside service is something we will do to keep you and us safe, while still providing access to the materials of your library. Reading is an important skill and treasured leisure activity. We at the White Lake Library are committed to getting those books and other materials into your hands in the safest way.

Take care, stay safe, and be well!