

CURBSIDE PICKUP PROPOSAL

WHAT:

The Library Director, along with minimal necessary staff at the HPL, will implement a curbside pickup program. Other cities/towns have recently started implementing their own curbside pickup programs (the closest being South Hadley, Chicopee, Northampton, West Springfield, and others) to allow for residents to access much-needed education and entertainment materials while remaining at home. Proposed start date: June 15, 2020

HOW:

- One staff member will work at the main circulation desk, one in the children's room, one in Teen's Room and one in the Reference Room, all different floor levels.
- Staff will wear masks (gloves are optional) when in the building and work areas will be disinfected after each shift.
- Patrons may place holds using the online catalog, CWMARS App, call or email requests for materials located in the library.
- Staff will bag and label requested items.
- Patrons will be assigned a pick-up time to retain physical distancing. Materials will be required to be returned via the book drop. The Director has already established a system whereby materials that are returned are separated and not recirculated until they have rested for over 72 hours (per CDC/MA DPH recommendations)

WHY:

- With most retail stores closed and many residents struggling to make ends meet, libraries are currently in a unique position to provide free educational and entertaining materials to the community. We must remember that many residents do not have the financial ability to purchase reading materials.
- Libraries can provide materials to complement what teachers are providing for students, and reading materials for enjoyment of reading.

Curbside Pickup FAQ

How does Curbside Pickup work?

1. Reserve your items [online](#) or with CWMARS app, or by emailing your [list](#) to library@holyoke.org or dropping it via our book drop, or by calling the library at 413-420-8101.
2. Once your items become available you will be notified with a date and time to pick up your items.
3. When you arrive at the library's parking lot, **STAY IN YOUR CAR** and call to notify staff that you are at the parking lot. When indicated by staff, drive up to the designated area. One of our staff will approach your car from a safe distance to ask you for your name.
4. When they bring out your bagged items, please open the back of your vehicle so they can transfer the items to you while maintaining a safe distance.
5. If you miss your appointment, you will have seven days to pick up your item(s).
 - You may pick them up only during curbside hours 10:00am-3:30pm Monday – Thursday.
 - Please call before noon on the day you are ready to pick up so we can have them ready for you.
 - Have your library card ready when you call, and we will check the items out to you.

What time can I pick up my items?

Curbside Pickup is available **Monday through Thursday, 10:00am-3:30pm**. Once your items become available you will be notified with a date and time to pick up your items

Who can use Curbside Pickup?

Curbside Pickup is only available for library card holders that are not blocked or expired.

How do I get a library card?

If you already have a library card with another public library, you can use that library card to reserve library materials. If you do not have a public library card, contact the library by email at library@holyoke.org. We'd be happy to issue one and you may pick it up during curbside pick-up hours.

Holyoke Public Library Card

Any resident of Massachusetts may obtain a free Holyoke Public Library card. If you already have a card issued by another [CWMARS library](#), you may use that card at Holyoke Public Library without registering for a new card. Learn how to get a card on our [Getting Library Card page](#).

You may use your library card to check out, request, and renew items, as well as to use the public computers. If you forget to bring your card, please have your identification ready so we can look up your record. You may also show a picture of your signed card on your mobile device.

Boston Public Library eCard

Boston Public Library eCards are virtual library cards that allow library users to instantly use all of the Boston Public Library's remotely accessible electronic resources. It is available to any Massachusetts resident who is 13 years of age or older, in-state student or employee, or Massachusetts property owner.

[Sign up for a BPL eCard](#) to access an account in BPL's [online catalog](#) that allows you to rate, review, and share the books, movies, and music that you love; [electronic resources](#), including a large variety of databases with magazine, journal and newspaper articles, subject-specific literature, and art and music; [downloadable eBooks, audio, video, and music](#) from BPL's own collection; [digital magazines](#) to enjoy on your computer, tablet, or smartphone; and [streaming media](#) that includes movies, television episodes, music, and audio books.

The eCard **does not** allow you to check out Boston Public Library physical materials or museum passes.

Request a Book

Can't find what you're looking for? There are several ways to get materials that we may not have readily available.