

## **Curb Side Pick-Up FAQ**

Thank you for your patronage during these difficult times. Here are MANY questions and answers that pertain to library services today. Curb side may sounds like a very simple service, but there are many factors involved as we are part of a library system.

### **When is this happening?**

The registration for slots will be opened with instructions on 4/22 at 7:15p. The service begins officially on 4/24. Those without access to the internet can call the regular library number 766-6340 ext. 2 to sign up during pick up hours. Starting 4/24 curbside service will be available by slot Monday through Thursday 9a-8p and Friday 9a-4p.

### **Best practice for filling out the form online?**

There are four slots per hour at this time. We highly recommend that you type out the titles you want or the content you are putting into the form somewhere else so that you can easily copy and paste it in the event that you fill out the form the same time as four other users. It can happen that if five people are filling out the form for the same time slot, that the last person to press submit will not get the slot because it is full and they will have to refill out the same form but, for a different time slot. We do anticipate a high volume of requests as we start.

### **Can I call to sign up for a slot?**

Yes. If you know of someone who does not have access to the internet to fill out the form, they can call the library to get a slot and select materials. Please be aware though, that we will only be able to search for a max of five books over the phone with you in an effort to make sure that we are answering all our phone calls in a timely manner.

### **What are the limits?**

At this time the limit is twenty items per card, per pick up time slot. Reminder, we always have a limit of ten media items per collection type.

### **Should I put things I want on hold?**

No. We are not capable of running our holds list at this time, so you cannot place holds on items. We are not able to see those requests and our library system has that button disabled from the search catalog.

### **Can I request materials from other libraries?**

No. Transit between libraries is still suspended. This is to help stop the spread of germs between libraries.

### **How long do I get materials for?**

Regular loan rules will apply. Please bring items back as you are able, so that other patrons have an opportunity to check them out. The library system has been extending due dates as necessary. Kaukauna is also a fine free facility, so anything checked out at our library will not be fined.

**Do I have to pick up in the vehicle with the license plate I supplied in the form?**

Yes. To ensure no person-to-person contact, we will only place items on the curb for you if the license plate matches the time slot request form. If you need to switch vehicles, please call us in advance. If you sit for more than five minutes without staff bringing your materials out to you, please call 766-6340 ext. 2 to let them know that you are there.

**What if I don't have a car to pick up in?**

Our preference is vehicle pick up and we ask patrons to please honor that if they have access to a vehicle. While we advocate getting out and getting fresh air, the safest form of pick up is in a vehicle for you and our staff. If you absolutely do not have any access to a vehicle, you may type in bike or walk up in the license plate section. If you select this option, you will have to knock on the library delivery doors. When staff acknowledges you through the window, you will have to either put your driver's license or library card to the glass of the window so that we can verify your identity and ensure you get the correct materials. If it does not match the request we received, we will not open the door. Once staff give you the thumbs up for identity, you will need to step all the way to the end of the building near the book drop to ensure social distancing is maintained. If you do not step back far enough from the door, staff will not open the door.

**Can I sign up for multiple time slots?**

You may sign up for one time slot per household per week. We are asking you to be courteous of other users. Since this is a new service for us, we need to have a solid test run before we will be able to add additional time slots. After a week of offering the services we will evaluate and add slots per hour if we feel confident in our ability to increase the number of slots or materials.

**What do I do if all the immediate time slots are filled?**

Please think of library curb side pick-up much like grocery store curb side pick-up today, but with many fewer employees. Demand is high and staff levels are low per the order. Some grocery stores have a ten day wait on slots for their service. We have also never done curb side before, so to ensure that everything goes smoothly, we are starting slow and will build up services as we are able to.

**What if I am late for my slot?**

If you miss your pick up, please call right away. We will try to fit you in at another time of the day if possible. We will hold your items for you as they will already have been checked out to you. If we cannot get them to you for over a week, they will be checked in.

**What if I need to cancel my slot?**

Please call library staff if you cannot make your slot. They will do their best to reschedule you when you are available to pick up.

**What about my holds on the hold pick up shelf?**

They are still sitting there and you can request to have us put them in your order.

**What about my other holds?**

No libraries are processing holds at this time, so your place in line is safe.

**My home library is not Kaukauna; can I still use your service?**

Yes. As long as you have a valid library card in good standing, you are welcome to use our service.

**What can I get from the library right now?**

Anything that belongs to our library that is listed as available can be requested in the form. When you search, please remember to limit your search to Kaukauna Public Library and look for items listed as available. To see what we have available, please visit <https://www.infosoup.org/>.

**Is your book drop open?**

Yes, our book drop remains open. Per CDC guidelines though, to stop the spread, we will not check in items until 72 hours have passed to ensure they are safe to handle. We will backdate all items.

**Are the items we pick up clean?**

We cannot make this guarantee. We do not have enough cleaning supplies to clean all the items that come in and leave the library. You are welcome to wipe materials down, however please be mindful that some wipes hold a lot of liquid and we do bill for water stained materials.

**What happens if the item I want is on someone else's list before me?**

There may be times where we cannot fulfill your exact order because a person ahead of you in the list has already requested the item. When this happens, we will select one to two read-a-likes and add them to your order. If you are unsatisfied with them right away, feel free to just drop them in the book drop at the time of pick up.

**Can I ask library staff questions during pick up?**

No. There will be no person-to-person contact during the exchange. If you have questions for library staff, please call the library at 766-6340 or email [kaulib@kaukauna-wi.org](mailto:kaulib@kaukauna-wi.org). Please be aware that if you exit your vehicle during the pick-up, library staff will not open the door to leave your materials on the sidewalk for you. Please remain in your vehicle until staff is safely behind the delivery door.

**What if there is inclement weather or it is raining during my time slot?**

If it is raining, the library has an umbrella it will place outside so that pick up can still happen. However, if it is torrential rain, where materials could be damaged, we will call you to reschedule. If there is a tornado warning, staff will not be available for the duration of the warning for pick up. In this situation, staff will also not be able to call to cancel as our phone system does not work in the basement of the Grand KaKalin building. Staff will call you after the warning has been lifted to reschedule.

**Do I have to know exactly what I want when I call or fill out the form?**

If you don't want to take the time to search InfoSoup or can't, please let us know what subjects you are interested in, reading level, and whether you prefer fiction or nonfiction, or what format of material. We are happy to select for you!

**Can I still get a library card?**

Yes, please visit: <https://www.infosoup.org/> to start the process. If you do not have access to the internet, please call 766-6340 and we will help you over the phone.

**I need internet access right now; can I get in for that?**

We are working very hard on this! Please stay tuned for more information on drive up options as it becomes available.

**I need to print, scan, fax, copy. Can I do that?**

At this time we do not have this capability. As much as we would like to be able to do this over email for you, we do not want any sensitive or personal information of yours in our inbox for security reasons.