



CONTACTLESS PICKUP

We are excited to reopen with contactless pickup starting November 18, so that you can receive Library books, DVDs and games until we reopen the Library building.

Monday – Friday: 12pm to 5pm

Saturday: 10am to 4pm

Highwood Public Library cardholders, you can place a hold on items you want and then pick them up in the Library's main entranceway after you're notified that the items are ready.

Contactless Pickup Frequently Asked Questions

How do I request Contactless Pickup for my items?

Lots of ways:

- Request items using the catalog. Go to www.highwoodlibrary.org and click on [Catalog](#). Log into your account using your library card number and your PIN (your 10-digit phone number). Search for desired titles and select 'Reserve this item.'
- Call 847-432-5404 during the hours above for assistance placing holds.
- Email programming@highwoodlibrary.org at any time with your titles or questions.
- You will be contacted by email, phone, or text when your items are ready for pick up. If you do not receive confirmation, we may not have located your items.
- Your holds will be available for seven days.

How do I pick up my items?

- Once you've received an email, text, or call that your items are ready, come to the Library Monday-Friday, 12-5pm, or Saturday, 10am-4pm.
- Call 847-432-5404 and let staff know you've arrived at the Library to pick up your items. Staff will place your hold items on the cart in the Library's main entranceway. Staff will not be handing your items to you.
- If you do not have a cell phone, call just before leaving your house and provide an estimated time of arrival.

How do I return my items?

- Items checked out through Contactless Pickup will have a date-due slip. You also may receive an email or text notification before your items are due.
- Please return any items to the outdoor book return at the main entrance of the Library.

Your safety and staff safety are critical.

- Using disinfectants is not good for library materials. Therefore, after we check-in your items, the returned items will be quarantined for three days.

OTHER AVAILABLE LIBRARY SERVICES

- [Request a library card.](#)
- Ebooks and eaudiobooks are available through the [Axis 360 app or on the library webpage.](#)
- [Virtual classes and events.](#)
- [Print from home services.](#) After uploading or emailing your print job, call the Library. Your printed information will be brought to the Library entranceway for you. Printing is currently free of charge.

Please contact us with any questions, concerns, or suggestions.

Highwood Public Library
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(847) 432-5404
www.highwoodlibrary.org