



CURBSIDE PICKUP

We are happy to announce the new Curbside Pickup service starting on Monday, June 15, 2020! While the Library building will remain closed to patrons, you can receive books, DVDs and games during Curbside Pickup:

Monday – Friday: 1pm to 5pm
Saturday: Noon to 4pm

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

Curbside Pickup Frequently Asked Questions

How do I request Curbside Pickup for my items?

Lots of ways:

- Request items using the catalog. Go to www.highwoodlibrary.org and click on Online 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.
- Use our Grab-bag Service. Do you need some book suggestions or a handful of mysteries or children's books? Complete this [form](#), or call/email. Let staff know what you're interested in, and we can put together a grab-bag of titles for you.
- You will be contacted 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, 1-5pm, or Saturday, 12-4pm, and park in the city lot west of the building.

- Call 847-432-5404 and let staff know you've arrived at the Library to pick up your items. Staff will bring your hold items to your vehicle and place them in your trunk or back seat. Staff will not be handing your items to you to maintain a 6 foot safe distance.
- If you do not have a vehicle to drive, there will be a table set up in front of the building for Walkup Pickup. You will still need to call ahead for staff to bring your items out for pick up.
- If you do not have a cell phone, call just before leaving your house and provide an estimated time of arrival.
- Your items will be held for seven days.

How do I return my items?

- Items checked out through Curbside 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. Please do not hand your items to staff members for safety purposes.

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 seven days.
- Staff will be wearing masks and gloves for protection.
- We will maintain a 6 foot safe distance for social distancing.

We appreciate your patience and your feedback as we start this new service!

Highwood Public Library
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www.highwoodlibrary.org