

Curbside Pickup Service @ Grundy Library FAQ

When is curbside pickup service @ Grundy Library available?

- Monday-Wednesday: 11:00am-2:00pm; 4:00pm-7:00pm
- Thursday-Saturday: 11:00am-4:00pm

NOTE: Call at least a half hour prior to closing to schedule a pickup. Scheduled pickups can happen anytime during the hours listed above.

How does curbside pickup service @ Grundy Library work?

- **Step 1: Place hold**

Holds can be placed using our [online catalog](#) or by calling the library: 215-788-7891. Have your library card number ready when you call.

Library accounts must be in good standing to place holds. We cannot accept fine/fee payments at curbside. If you need to make a payment on your account, you have three options:

- In-person: visit the library's Service Desk
- Online: use the online payment method through [My Account](#)
- Phone payment: call the library's Service Desk: 215-788-7891

- **Step 2: Wait for hold notification**

You will receive an email or phone notification (based on the preference selected in your account) that your hold is available to pick up.

- **Step 3: Schedule pickup**

The day you call to schedule must be the same day you pick up. When you are ready to pick up your holds, call the library to schedule: 215-788-7891.

NOTE:

- The person calling must be the cardholder who placed the hold or the designated parent/guardian if a child's card (under age 14)
- Have your library card number ready when you call
- Staff will process your request and confirm pickup details
- Items not picked up by the close of that business day will be discharged from your account and returned to their owning library

- **Step 4: Pick up holds**

In order to pick up holds, you must present your library card or photo ID. When you arrive, call the library: 215-788-7891. Staff will deliver your items to the designated pickup location at the library entrance. Your materials will already be checked out and you will be given a receipt listing item due dates.

NOTE:

- When you come to pick up your materials, you must wear a mask and practice social distancing
- Park in library lot or use street parking; do not park in designated fire lanes
- You must exit your car to pick up materials; staff are unable to deliver items to your vehicle
- Signs will be posted to identify the pickup point, which is located at the library entrance
- If you do not have access to a mobile phone to call when you arrive, please inform staff during Step 3 and they will assist with making arrangements

How do I return materials?

You must return all materials to the book drop located in front of the library. Staff are not allowed to accept returns. If an item is too large to fit into the book drop, call the library to make arrangements: 215-788-7891.

NOTE: Items will be quarantined for 96 hours (4 days) before they are checked in. The returned items will remain checked out on your account during this time and when they are checked in, you will be credited for the actual date of return.

Please do not clean and/or sanitize library materials as this could damage them.

The library retains the right to cancel or limit curbside pickup due to inclement weather or limited staffing.