

Chester County Library
Curbside Delivery Policy and Plan

Patron Instructions for Curbside Service

Please allow one to two hours for pickups to be ready. It is recommended that you call once you place your reserves to confirm receipt of the requests and to schedule a pickup time.

1. If you have any items to return, please place them in our dropbox unless other instructions are given.
2. Go to bit.ly/CCLVerso. You may have to select the Chester County Library. From here, you can log into your library account with your library card number. Once logged in you can browse our catalog.
 - a. If you receive an error message that your card is expired, please call the library. We will verify your information and “renew” your library card.
 - b. If you do not have a library card, please contact us at 731-989-4673. You must have a library card to check items out from the library.
3. You have three options for reserving materials.
 - a. Reserve items through your online account. The requests will be sent to library staff to pull and prepare. Call the library to confirm a pickup time for your items.
 - b. Use our online catalog to see what is available and create a list. Call library staff members and tell us the items that you would like and schedule a pickup time for your items.
 - c. Use our online catalog to see what is available and create a list. Email your list to library@chestercountylibrary.net. Indicate what dates and times you are available for pickup. You must allow two hours for pickup. An email will be sent back to you confirming your pickup date and time.
4. When you arrive at the library, please call the library to advise you are there for pickup. You will be asked to furnish a photo id to receive your items. A library staff member will bring your items to your car in a grocery sack. Your receipt will be taped to the outside of the bag and emailed to you if you have an email address on file.
5. If you would like for contactless pickup, please let us know. We are happy to set your items out on our porch when you arrive. You can then take items off of the porch. Once items are set on the porch, they are your responsibility. This is why we encourage you to not call us and say you are there to pick up items in a contactless manner until you are in the parking lot.

Library Staff Instructions for Curbside Service

1. Wear gloves and masks when delivering items to patrons curbside.

2. All items should be placed in a grocery sack for each patron. Tape a receipt to the outside of each bag. If an email address is available, a receipt will also be emailed to the patron.
3. Appointments for pickups can be listed on the curbside pickup google sheet. Packaged items should be placed in the foyer until being taken outside for pickup.
4. Active reserves will be checked every twenty to thirty minutes to ensure that we are seeing all reserves.
 - a. If a patron calls and advises that they have placed requests, you can print off the available reserves list and check items off as they are gathered to ensure that no items are missed.
 - b. If you cannot find an item, have a co-worker take a look for it. If you still can't find an item, leave a note for the next day's staff to look for the item. Also leave a note for the patron with their items that the item was not found but it is being looked for.