

Amherst Public Library

Walk-Up Service

A pilot program to safely get books, movies, and more from the Amherst Public Library!
Please be understanding and flexible as we work, learn how to best deliver this new service to you.

The Amherst Public Library will begin Walk-Up Services as follows:

Main Library at Audubon 350 John James Audubon Parkway 689-4922 on Monday, June 1
Clearfield Branch Library 770 Hopkins Road 688-4955 on Monday, June 1
Egbertsville Snyder Branch Library 4622 Main Street – 839-0700 on Monday, June 8 (tentative)
Williamsville Branch Library 5571 Main Street – 632-6176 on Monday, June 8 (tentative)

Hours of operation for Walk-Up Service

Main Library at Audubon:

Monday – Thursday 11AM – 7PM; Friday 11AM – 6PM, Saturday 12PM – 6PM

Clearfield Branch

Monday, Friday 11AM-7PM, Tuesday, Thursday 11AM – 5PM, Wednesday 1 -7PM, Sat. 10AM-5PM

Egbertsville Snyder Branch

Monday & Wednesday 1-7PM; Tuesday, Thursday & Friday 11AM- 6PM

Williamsville Branch

Monday & Wednesday 10AM -2PM, Tuesday & Thursday 1- 8PM

Who Can Participate?

- Anyone with a Buffalo & Erie County Public Library card in good standing (i.e. Fines/Fees \$10 or less and 15 or fewer overdue library items)

What Materials Can I Borrow and Pickup?

- Any circulating item currently available to check out (for example, status is not: Checked Out, On hold for someone, or Being transferred between libraries) in the online catalog for any participating library. Note: Only items from a participating library may be requested;
- Requested items for which you received an “available” or “ready for pickup” notice prior to libraries closing as a result of COVID-19; and
- Requested items identified as “ready for pickup” in your My Account.

HOW can I find materials to borrow and pickup from any participating library?

- Search the library’s online catalog at <https://www.buffalolib.org/books-moviesmusic> for items you would like to pickup, or call the library for assistance. Remember, the item must be at the library you will be picking up from. Select any participating library to help limit your search results.
- If you currently have hold items “ready for pickup” and were notified previously, please call the participating library to schedule a pickup.

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How Does Walk-Up Work?

1. Call the Amherst Public Library you wish to pick up your items at...

Main Library at Audubon 350 John James Audubon Parkway 689-4922

Clearfield Branch Library 770 Hopkins Road 688-4955

Eggertsville Snyder Library 4622 Main Street – 839-0700

Williamsville Branch Library 5571 Main Street – 632-6176

- a. Limit 5 items per library card/per day.
 - b. You will be contacted once your items **order is ready** to schedule a pickup time. **Orders are fulfilled in the order they are received. The Library will strive for a 24 hour turn around whenever possible.**
2. If you currently have hold items “ready for pickup” and were previously notified, please call the Library to schedule a pickup time.
 3. When scheduling a Walk-Up pickup time, you will be asked for your library card number.

Walk-Up Procedure

1. Arrive at the designated date and time.
2. Call the Library when you arrive and confirm your name.
3. Come to the front entrance of the Library, the side/back entrance at the Williamsville Library.
4. Wear a mask or face covering and come up to the table and wait for a staff member. Please wait until there is no other library patron at the pick up table, we will ONLY serve ONE patron at a time
5. Place library card with number showing up, or photo ID facing up on table. Step back six feet from table.
6. A staff member, using social distancing and health and safety measures including but not limited to wearing masks and gloves, will compare to the information attached to your items.
7. The staff member will leave your items on the table. All items will be placed in a bag, noting: last name and last four numbers of library card.
8. Only when staff member walks away, can you retrieve your item(s) for the table.

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What If I Am Unable to Walk-Up to the Library?

In extenuating circumstances, if you are unable walk-up to the Library, a staff member can deliver the items to your vehicle. Please request this accommodation when you place your order.

1. Park in a designated space.
2. Call the Library when you arrive and confirm your name.
3. Wear a mask or face covering and stay in your car.
4. Pop your trunk or have the rear passenger side window open.
5. Display your Library card number or photo ID. A staff member using social distancing as well as health and safety measure including, but not limited to wearing masks and gloves will place the items in your trunk or car.

Where Do I Return My Items?

1. Items will remain on your account after you return them, for a minimum of 72 hours.
2. Returned library items will be quarantined for 72 hours to ensure the safety of our patrons and staff. All items will be **backdated 3 business days**. Materials returned on time will not accrue any fines.
3. You may return items to any Amherst Public Library book drop, or any open B&ECPL book drop.

How Do I Pay My Fines?

Patrons can use a credit card to pay fines and fees online 24/7 at www.buffalolib.org by logging into Pay Fines Online with your library card number. MasterCard, Visa and Discover are accepted. A minimum payment of \$5.00 is required. Full or partial payments may be made. Log into My Account to find the total fines and fees due. The total due excludes fines for overdue items that have not yet been returned.