



A MESSAGE FROM BUFFALO & ERIE COUNTY PUBLIC LIBRARY DIRECTOR MARY JEAN JAKUBOWSKI

June 1, 2020

Dear Buffalo & Erie County Public Library patron and supporter:

I hope this finds you and your family well.

We have missed you and I am so very happy to share the following:

Beginning Monday, June 1, several libraries in the Buffalo & Erie County Public Library System will be offering pickup services: curbside, walk-up or drive-through services. **With your library card, you will be able to call a library offering pickup services to reserve and pick up books, DVDs, CDs and audiobooks - most anything your library has for borrowing!**

Click here to see which libraries are offering pickup services: <http://buffalolib.libcal.com/>. The list is also below.

If you ordered materials before libraries closed, you should call the library (if it is one of the locations offering pickup services) to confirm it is available and make arrangements for a pick up.

You can also return library materials at any one of our open drop boxes. Find out where at: <https://tinyurl.com/yagx4tqb>.

If you have any questions, please call 716-858-8900 Monday – Friday from 9:00 a.m. – 5:00 p.m., Saturdays from 9:00 a.m. – 4:00 p.m. or email the library at askus@buffalolib.org.

We are excited to see you and thank you for your patience. We are preparing to reopen under Governor Cuomo's *New York Forward Plan* and look forward to doing so, soon! Please watch for our announcement.

Stay healthy everyone!

Sincerely,

Mary Jean

Mary Jean Jakubowski
Library System Director

Tips for curbside/walk-up services as of 6/1/2020

The information below is for curbside/walk-up or drive-through services at several Buffalo & Erie County Public Libraries. Not all libraries are offering these services.

Please note, physical library buildings are currently closed. We look forward to opening soon. Please check our website at www.BuffaloLib.org for up to date information regarding library services and service hours.

Thank you for your patience.

WALK-UP and CURBSIDE SERVICE

The following Buffalo & Erie County Public Libraries (B&ECPL) will begin Walk-Up and Curbside Services on Monday, June 1, 2020, unless otherwise noted. The days and hours of operation vary. **Please contact one of these participating libraries or visit www.BuffaloLib.org for site-specific information:**

Angola Public Library 34 N. Main St., Angola, 14006 **716-549-1271**

Main Library at Audubon 350 John J. Audubon Pkwy. Amherst, 14228 **716-689-4922**

Central Library 1 Lafayette Square, Buffalo, 14203 **716-858-8900 – press option 1**

City of Tonawanda Public Library (begins June 8) 333 Main St., Tonawanda, 14150
716-693-5043

Clarence Public Library (begins June 8) 3 Town Place Clarence, 14031
716-741-2650

Clearfield Branch 770 Hopkins Rd., Williamsville, 14221 **716-688-4955**

Town of Collins Public Library 2341 Main St., Collins, 14034 **716-532-5129**

Crane Branch Library 633 Elmwood Ave., Buffalo, 14222 **716-883-6651**

Eden Library 2901 E. Church St., Eden, 14057 **716-992-4028**

Elma Public Library 1860 Bowen Rd. Elma 14059, **716-652-2719 (begins June 2)**

Frank E. Merriweather, Jr. Branch Library 1324 Jefferson Ave., Buffalo, 14208
716-883-4418

Grand Island Memorial Library 1715 Bedell Rd., Grand Island, 14072 **716-773-7124**

Hamburg Public Library (begins June 8) 102 Buffalo Street, Hamburg, NY 14075
716-649-4836

Kenilworth Branch Library 318 Montrose Ave., Tonawanda, 14223 **716-834-7657**

Kenmore Branch Library 160 Delaware Road, Tonawanda, 14217 **716-873-2842**

Newstead Public Library 33 Main St., Akron, 14001 **716-542-2327**

North Collins Public Library 2095 School St., North Collins, 14111 **716-337-3211**

Orchard Park Public Library S-4570 South Buffalo St., Orchard Park, 14127
716-662-9851

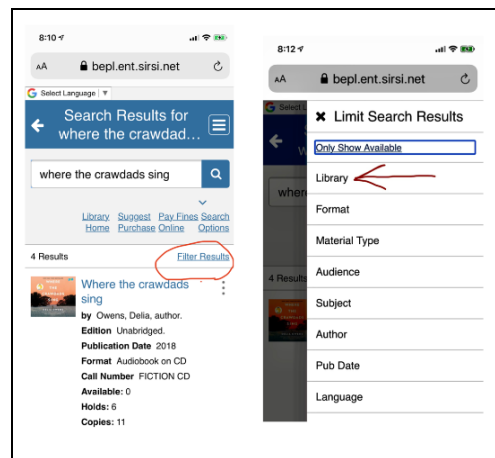
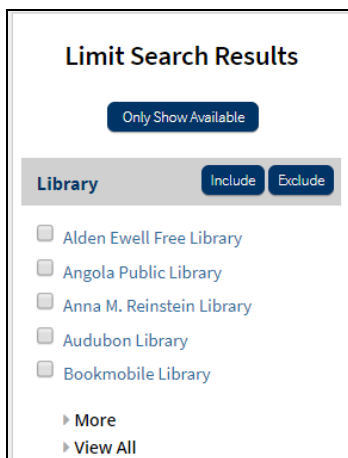
West Seneca Public Library (BEGINS JUNE 8) 1300 Union Road, West Seneca, NY
14224 716-674-2928

WHAT materials can I borrow and pickup from any participating library?

- 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?

- 1 Search the library’s online catalog at <https://www.buffalolib.org/books-movies-music> 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.



2. Call the participating library that lists the items you want, to have them set aside for you to pickup at that location. See the list of participating libraries to find the telephone number and address.
 - a. Each participating library reserves the right to limit the number of items requested per day/per library card.

- b. **You will be contacted once your items are ready for pickup.**
3. If you currently have hold items "ready for pickup" and were notified previously, please call the participating library to schedule a pickup.
4. When scheduling a pickup, you will be asked for:
 - a. The make/color of your car (if applicable) and
 - b. Your library card number.

PLEASE NOTE:

- You must have your library card or a photo ID with you at the time of pickup;
- You must wear a mask or face covering when picking up your materials.
- Your account must be in good standing (i.e. Fines/Fees \$10 or less and 15 or fewer overdue library items).
- Currently, we are unable to accommodate the transporting of items from one B&ECPL library to another.

PICKUP PROCEDURE

For Drive-ups, please:

1. Arrive at the designated date and time.
2. Park in the designated space.
3. Call the library when you arrive.
4. Pop your trunk or have the passenger side window open.
5. Wear a mask or face covering.
6. Present your library card with numbers face up or your photo ID outside your car window. Staff, using social distancing and health and safety measures including but not limited to wearing masks and gloves, will view your identification and compare to the information attached to your bag of items.
 - a. Staff will place items in your trunk or car.

For Walk-Ups, please:

1. Come to the front entrance (or other specified entrance) of the library.
2. Place your library card with numbers face up or your photo ID on the table outside the library door, then step back 6 feet. Staff, using social distancing and health and safety measures including but not limited to wearing masks and gloves, will

view your identification and compare it to the information attached to your bag of items.

- a. Staff will place the items on the table (unless instructed otherwise) and step back into the library.
3. Step forward to retrieve your items.

ADDITIONAL IMPORTANT INFORMATION:

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. Items returned on time will not accrue any fines and fees.
3. You may return items to a B&ECPL library drop box. The following libraries have open **drop boxes as of 6/1/2020:**

Alden Ewell Free Library
Amherst Public Library
 Main Library at Audubon
 Clearfield Branch
 Egbertsville-Snyder Branch
 Williamsville Branch
Angola Public Library
Boston Free Library
Central Library – Washington St. & Ellicott St. drop boxes
Cheektowaga Public Library
 Anna Reinstein Memorial Library Julia Boyer Reinstein Library
Clarence Public Library
Crane Branch Library
Town of Collins Public Library
Hulbert Library of the Town of Concord (Concord Public Library)
Eden Library
Elma Public Library
Frank E. Merriweather, Jr. Branch Library
Grand Island Memorial Library
Hamburg
 Hamburg Public Library Lake Shore Public Library
Lancaster Public Library
Marilla Free Library
Newstead Public Library
North Collins Public Library
City of Tonawanda Public Library
Town of Tonawanda Kenilworth Branch Library Kenmore Branch Library

