



Hamburg Public Library

WALK UP/CURBSIDE SERVICE PLAN

The Hamburg and Lake Shore Libraries will begin Walkup/Curbside Service during current hours of operation. Current hours are as follows:

Hamburg Library

Monday - 10AM - 6PM
Tuesday - 1PM - 9PM
Wednesday - 9AM - 5PM
Thursday - 1PM - 9PM
Friday - 1PM - 9PM
Saturday - 9AM - 5PM

Lake Shore Library

Monday - 12PM - 8PM
Tuesday - 9AM - 5PM
Wednesday - 12PM - 8PM
Thursday - 9AM - 5PM
Friday - CLOSED
Saturday - CLOSED

Hamburg Library 102 Buffalo St., Hamburg 14075 **649-4415**

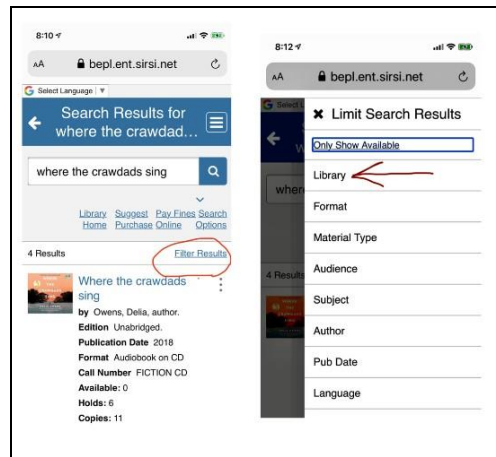
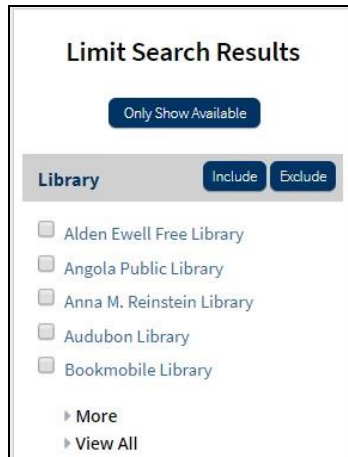
Lake Shore Branch Library 4857 Lake Shore Rd., Hamburg 14075 **627-3017**

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. **Note: only items currently available at the Hamburg and Lake Shore 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?

- 1 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 either the Hamburg or Lake Shore Library to help limit your search results.



HOW do I request items to borrow and pickup?

1. Call either the Hamburg or Lake Shore Library that lists the items you want, to have them set aside for you to pick up at that location. See above for the correct phone number.
 - a. You will be limited to 20 items requested per day/per library card.
 - b. You will give staff your library card number.
 - c. Staff will search for items and checkout materials.
 - d. You will be asked the time you are planning to arrive.
 - e. Staff will inform you if there is a conflict and offer an alternative time.
2. If you currently have hold items “ready for pickup” and were notified previously, please call either the Hamburg or Lake Shore Library to schedule a pickup.

OR

1. Use the Online Request Form at:
https://docs.google.com/forms/d/e/1FAIpQLSdbRXHW5BiP63cYX9f5-VSgQgclPbgCX_3IRjfUS4KAOxsOxQ/viewform
 For the **HAMBURG LIBRARY**
2. Use the Online Request Form at:
<https://docs.google.com/forms/d/e/1FAIpQLSdcsOilKUXbUqx3LMCYKb0sKrRGWEhIxtUZpNXZXxZIPnaVQ/viewform>
 For the **LAKE SHORE LIBRARY**
3. Staff will respond within 1 business day.

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. Pull up to the entrance.
 - 1 Parking lot (Hamburg)
 - 2 Parking lot on Cloverbank side (Lake Shore)
3. Show your library card or photo ID.
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 in your car.

For Walk-Ups, please:

1. Come to the entrance.
 - a Parking lot (Hamburg)
 - b Parking lot on the Cloverbank side (Lake Shore)

2. Show your library card with numbers or your photo ID at the library entrance door. 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 open the entrance door and hand you your bag.

ADDITIONAL IMPORTANT INFORMATION:

1. Items will remain on your account after you return them, for a minimum of 96 hours.
2. Returned library items will be quarantined for 96 hours to ensure the safety of our patrons and staff. Items returned on time will not accrue any fines and fees.
3. Patrons who wish to pay their fines and fees can do so.
 - a The Library accepts cash, check, and debit/credit card for payment
 - b There must be a minimum of \$5.00 on your library account to pay with a debit/credit card
 - c You also have the option to make debit/credit card payments on the B&ECPL's website at:
<https://pf.buffalolib.org/eCommerceWebModule/Home>