



Marilla Free Library

CURBSIDE and WALK-UP SERVICE

This is a pilot program to safely get books, movies and more from the Marilla Free Library! Please be understanding and flexible as we work learn how to best deliver this new service to you. The Marilla Free Library will begin Curbside and Walk-Up Services beginning June 15th.

Hours of operation (subject to change) for Curbside and Walk-Up Service are:

Monday: 11:00 am - 4:00 pm

Tuesday: 2:00 pm - 7:00 pm

Wednesday: 11:00 am - 4:00 pm

Thursday: 2:00 pm - 7:00 pm

Saturday: 10:00 am - 3:00 pm

WHAT materials can I borrow and pickup from the Marilla Free 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 the Marilla Free Library?

- Search the library’s online catalog at <https://www.buffalolib.org/books-movies-music> for items you would like to pickup. Remember, the item must be at the Marilla Free Library. Select the Marilla Free Library to limit your search results. Or call the Marilla Free Library and a staff member can check the catalog for you.
 - a) You may select a maximum of 5 items per day / per library card.
 - b) You will be contacted once your items are ready for pickup. Orders are fulfilled in the order they are received. The Library will strive for same day pickup whenever possible.

- Once you have identified the items you would like to check out, call 652-7449 and a staff member will gather the items for you and arrange a pick up time.
- If you currently have hold items “ready for pickup” and were notified previously, please call the participating library to schedule a pickup.
- When scheduling a pickup, you will be asked for:
 - a) Your Library Card Number
 - b) First & Last Name and verification information
 - c) The make/color of your car (if applicable)

PLEASE NOTE

- You must have your library card or photo ID with you at the time of pickup.
- The last pickup appointment will be 15 minutes prior to end of the pickup hours.
- If you know you can not make your scheduled appointment time, please call the library and we will try to reschedule a pickup time for you.
- If your items are not picked up by the end of our curbside pickup hours, the items will be removed from your account and re-shelved.
- You must wear a mask or face covering when picking up your materials.
- There is to be no congregating outside the library.
- Your account must be in good standing (i.e. Fines/Fees \$10 or less and 15 or fewer overdue library items).
- At this time we are unable to accommodate the transporting of items from one B&ECPL library to another.

PICKUP PROCEDURES

For Curbside Pickup

1. Please arrive at the designated time.
2. Park in the designated space, you will be provided with a number that corresponds with a parking spot.
3. Call the library when you arrive, 652-7449.
4. Please remain in your vehicle until your scheduled time and no other patrons are picking up their materials.
5. Wear a mask or face covering.
6. There will be a table set up on the sidewalk, please place your library card with numbers face up or you photo ID on the table and step back. Staff, using social distancing and health and safety measures including but not limited to wearing masks and gloves, will verify your identification with the information attached to your bag of items.
 - a. Staff will place your items on the table and step back.
 - b. Remove items from the table and return to your vehicle.

For Walk-Up Service

1. Please arrive at the designated time.
2. Come to the back entrance of the Library and ring the doorbell.
3. Wear a mask or face covering and wait outside.
4. Show library card number or photo ID through the glass door.
5. A staff member, using social distancing and health and safety measures including but not limited to wearing masks and gloves, will verify your identification with the information attached to your bag of items.
6. The staff member will leave your items on the table in the glass enclosure.
7. The staff member will open the door Do Not enter the glass enclosure until the staff member is 6 feet behind the table.
8. Step forward to retrieve your items and leave.

Important Borrower Information

- Items will remain on your account after you return them, for a minimum of 4 days (96 hours).
- Returned library items will be quarantined for 4 days (96 hours) to ensure the safety of our patrons and staff. Items returned on time will not accrue any fines and fees. Items will be back dated 3 business days.
- You may return items to any library with an open drop box.
- Items that are checked out to you may only be returned in a book drop at this time.
- We are Not accepting any donations at this time.