

CITY OF TONAWANDA PUBLIC LIBRARY WALK-UP and CURBSIDE SERVICE

The City of Tonawanda Public Library will begin Walk-Up and Curbside Services on Monday, June 8th. Days and hours of operation are as follows and are subject to change:

Monday: 3:00 PM – 7:00 PM

Tuesday: 10:00 AM – 2:00 PM

Wednesday: N/A

Thursday: 10:00 AM – 2:00 PM

Friday: 10:00 AM – 2:00 PM

Saturday & Sunday: N/A

For a complete listing of libraries offering curbside and/or walk-up services, please visit our website at www.BuffaloLib.org.

What materials can I borrow and pickup?

- Any circulating item owned by the City of Tonawanda Public Library currently available to check out as displayed in the online catalog (for example, status is *not*: Checked Out, On hold for someone, or Being transferred between libraries);
- 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*.
- Items not owned by the City of Tonawanda Public Library cannot be placed on hold or requested out at this time.
- There is a 5 (five) item limit per library card holder. This is subject to change as staffing allows.

How can I find materials to borrow and pickup?

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 City of Tonawanda Public Library. Be sure to limit your results – see image below:

Buffalo & Erie County Public **LIBRARY**

Log In | My Account | My Lists | Library Locations |

Everything All Fields where the crawdads sing **SEARCH** Advanced Search

Library Home Suggest a Purchase Pay Fines Online Research + Resources Locations + Hours Find New & Coming Soon Titles! Getting Started

Limit Search Results

Only Show Available

Library Include Exclude

- ☐ Alden Ewell Free Library
- ☐ Angola Public Library
- ☐ Anna M. Reinstein Library
- ☐ Audubon Library
- ☐ Bookmobile Library
- ☐ Boston Free Library
- ☒ City of Tonawanda Libr...
- ☐ Clarence Library
- ☐ Clearfield Library
- ☐ Collins Library
- ☐ Concord Library
- ☐ Crane Branch Library
- ☐ Dudley Branch Library
- ☐ East Aurora Library

11 Results Found

1

Select an Action Sort By:

- ☐ **Where the Crawdads Sing**
 by Owens, Delia
 Format: eBook
 Electronic Format: ADOBE EPUB, READ IN BROWSER, KINDLE
 Excerpt: Where the Crawdads Sing Owens, Delia
 Available: 0
 Place Hold Preview
- ☐ **Where the Crawdads Sing**
 by Owens, Delia
 Format: eAudiobook
 Electronic Format: MP3, OVERDRIVE LISTEN
 Excerpt: Where the Crawdads Sing Owens, Delia
 Available: 1
 Download Preview

2. Call the library at 693-5043 and a staff member will assist you in your search.

How do I request items for pickup?

1. Call the library at 693-5043
 2. Provide your name and library card number
 3. Let us know what items you would like to pickup (See "How can I find materials..." above)
 4. After the call, a staff member will locate your items and call to inform you they are ready to be picked up
 - a. If driving a vehicle, you will be asked for the make, model, and color
1. Alternatively, you may use our online ordering form to submit your request. Access the form here: <https://forms.gle/Ld8RyZpYQsHv9UKt6>
 2. Fill in all of the necessary fields.
 3. A staff member will contact you when your items are available.

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. After being notified your items are available, arrive at the library during the hours of service listed above .
2. Park in the library's parking lot
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.
7. Staff will place items in your trunk or car.
8. Enjoy!

For Walk-Ups, please:

1. Call the library upon your arrival.
2. Proceed to the table at the library's parking lot entrance
3. Place your library card with numbers face up or your photo ID on the table and then step back 6 (six) 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 and step back into the library.
4. 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 items will be quarantined for 72 hours to ensure the safety of our patrons and staff. Items returned on time will not accrue and fines and fees.
3. You may return your items to the library's drop box.