



**WEST SENECA PUBLIC LIBRARY
PATRON INFORMATION - FAQs**

Walk-up/Curbside Service at a Library in a Micro-cluster Orange Zone

West Seneca Public Library Curbside Service Hours

Mondays	9am-8pm
Tuesdays	9am-8pm
Wednesdays	9am-5pm
Thursdays	9am-8pm (Closed 11/26)
Fridays	9am-5pm
Saturdays	10am-4pm
Sundays	CLOSED

1. What materials can I borrow/pickup from a Library with walk-up/curbside service?

- Any circulating item currently available to check out at the Library offering walkup/curbside service (for example, status is not: *Checked Out, On Hold, or Being Transferred Between Libraries*) in the online catalog.
- Requested items for which you received an “available” or “ready for pickup” notice via email or telephone.
- Requested items identified as “ready for pickup” in your [My Account](#).

Be sure to make a pickup appointment by calling the Library at 716-674-2928.

2. Am I able to request materials from another library be sent to a Library with walk-up/curbside service?

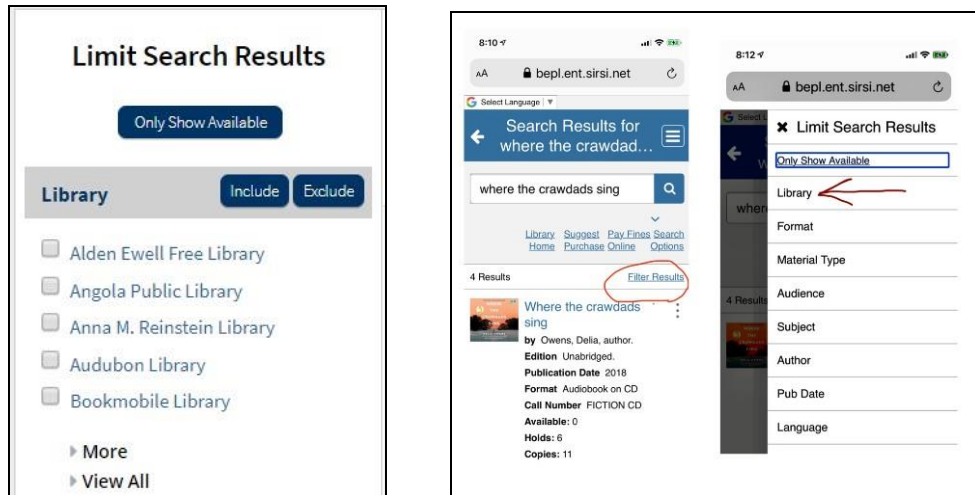
Yes, you may place a request on any circulating item in the B&ECPL’s online catalog <https://bepl.ent.sirsi.net> and request it be sent to the Library offering walk-up/curbside service:

- You will receive an “available” or “ready for pickup” notice via email or telephone.
- You also able to check the status of your request in your [My Account](#).

Be sure to make a pickup appointment by calling the Library at 716-674-2928.

3. How can I find materials to borrow from a Library with walk-up/curbside service?

Search the Library's online catalog at <https://bepl.ent.sirsi.net> for items you would like to pick up (see below), or call the Library at 716-674-2928 for assistance.



4. What if I don't know what library materials (books/CDs/DVDs) to check out? Can the library suggest materials for me to check out?

Yes.

Please call the Library and we will put together a surprise book bag for you or members of your family. Just let us know which genre you prefer and our well-read staff will choose up to 5 items (books/CDs/DVDs) for adults and young adults and up to 10 for younger children.

5. Do I need an appointment to pick up my materials from a Library with walkup/curbside service?

Yes.

For circulating items currently available to check out at the Library, please call the Library at 716-674-2928 to arrange a pickup.

For items requested from other libraries, once you receive an “available” or “ready for pickup” email or phone notice, or see “ready for pickup” in your [My Account](#) please call the Library to schedule a pickup.

When scheduling a pickup, you will be asked for:

- Your library card number; and
- The make/color of your car (if applicable).

Note: Your account must be in good standing (i.e. Fines/fees \$10 or less and 15 or fewer overdue library items) to request and/or borrow materials.

6. What do I need to bring with me when I pick up my materials?

- Your library card or a photo ID; and
- You must wear a facial covering (mask).

7. How do I pick up materials at a Library with walk-up service?

When you arrive at the Library for your scheduled appointment, please:

- a. Call the Library (716-674-2928) to let us know you have arrived;
- b. Wearing a facial covering (mask), report to the walk-up service area. Weather-permitting, walk-up service will take place outdoors at a table located near the Legion Parkway side entrance under the drive-through roof. If necessary, staff will designate a specific indoor location (Legion Parkway side entrance vestibule), for pickup and return of materials.
- c. Place your library card with numbers face up or your photo ID on the table labeled Walk-up Service. Please then step back 6 feet.
- d. 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/bags of items.
- e. Staff will place the bag/bags of library materials on the table and step away from the table.
- f. Once staff steps away from the table, please step forward to retrieve your bag/bags of items.
- g. All materials in the bag/bags are already checked out. A receipt, which includes the due date of each of the materials, will be included in the bag.

8. How do I pick up materials at a Library with curbside service?

When you arrive at the Library for your scheduled appointment, please:

- a. Park in the designated parking area (For the West Seneca Public Library, this is the Legion Parkway side driveway/pull-through area).
- b. Call the Library at 716-674-2928 to let us know you have arrived.
- c. Open your trunk or the window of an unoccupied seat.
- d. Wear a mask or face covering.
- e. Hold your library card or photo ID up to the driver-side window of the vehicle.
- f. 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/bags of library materials.
- g. Staff will place the bag/bags in the trunk of your car or on an unoccupied window seat.
- h. All materials in the bag/bags have already been checked out. A receipt, which includes the due date of each of the materials will be included in the bag.

9. Am I able to return items to a Library with walk-up/curbside service?

Yes.

Materials may be returned at both walk-up and curbside service locations. You may return items to any open B&ECPL library drop box, including the outdoor drop box at the Legion Parkway side driveway/pull-through area.

Note: Items will remain on your account after you return them, for a quarantine period. Returned library items are being quarantined to ensure the safety of our patrons and staff. Items returned on time will not accrue any fines and fees.

Thank you for using the West Seneca Public Library!