

# Contactless Checkout Procedures

The purpose of these procedures is to make it easier for everyone to understand how we can serve our community through contactless checkout. If you would like any clarification or further information, please send an email to [staff@pawlinglibrary.org](mailto:staff@pawlinglibrary.org) or call us at 845-855-3444.

All current library policies will be posted on the library's website, [www.pawlinglibrary.org](http://www.pawlinglibrary.org). Patrons are responsible for reviewing library policy prior to requesting contactless checkout.

The library reserves the right to suspend or discontinue contactless checkout at any time as mandated by its Proactive Infection Plan.

Patrons who request items for contactless checkout accept financial responsibility for all materials checked out to their library cards, regardless of whether they successfully pick up these materials.

Contactless checkout is limited to items which were previously requested. Patrons will not be able to receive service by arriving at the library without a reservation.

To place a request for items for pickup patrons may:

1. place holds on items via the online catalog (once made available) or the myLibro app
2. email requests to [staff@pawlinglibrary.org](mailto:staff@pawlinglibrary.org)
3. call 845-855-3444 during hours of service

All requests must designate the item title, format (book, audiobook, DVD, etc.), preferred pickup day (minimum two days' notice), and patron library card number.

**Requests without all necessary information or without two days' notice will not be fulfilled.**

Patrons who are unable to retrieve their materials from the library's designated pickup location may request alternate arrangements at the time of hold request.

Patrons will receive an automated notification when items are ready for pickup.

Pickups will be scheduled only during hours of service designated by the library. During hours of service, at least two staff members will be scheduled to work. For more information about our hours of service and relevant policies, visit the Re-Opening Information page of our website: <https://www.pawlingfreelibrary.org/re-opening-information/>

When they are ready to pick up their materials, patrons must notify staff (using myLibro or by calling the library's phone number) that they have arrived at the library and are ready for

immediate pickup. Patrons who are not correctly wearing a face covering will not be served. Pickup will take place in the library courtyard. If another visitor is present, patrons must maintain social distancing until it is their turn. Patrons may not allow other visitors to move ahead of them in line, as this will disrupt the sequence in which items are brought to the pickup window. Patrons who are unable to comply with these specifications may request alternate arrangements at the time of hold request.

The pickup area will be cleaned periodically as necessary.

During pickup the staff will remain in the building, but will respond to phone calls and emails.

Items must be returned in the library bookdrop, and nothing may be passed from patrons to staff through the pickup window.

Patrons wishing to pay fines and fees associated with their accounts must do so via the library's online catalog at <https://search.midhudsonlibraries.org/iii/encore/?lang=eng>

**The health and safety of all involved parties is of paramount importance to the library. These procedures are subject to revision based on the health and safety needs of our community.**

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