

Curbside pickup service

Revised July 21, 2020

The building may be closed but the library is committed to providing patrons expanded access to online resources and safe access to physical materials.

Hours for curbside pickup: Monday through Friday, 9:00 a.m.– 5:00 p.m. To support social distancing efforts, we are operating with very limited staff. Staff will fill your holds placed online as quickly as possible; however, wait times may be longer than usual. Thanks for your patience.

Follow three easy steps to pick up materials at a participating location.

Step one: Place your items on hold.

Already have an item on hold at a curbside location and you've been notified it's ready? Skip to step two.

- Go to www.whitewaterlibrary.org. Click on "Browse Our Catalog". Or go directly www.cafelibraries.org.
- You will be notified when your hold is ready.

Step two: Call the library and tell us you're ready to pick up.

- After you receive notification that your holds are ready, call us at **262-473-0530** when you are ready to pick up your holds.
- Be sure to have your library card barcode number available to give us over the phone.
- Staff will check out your items at that time, put them in a bag, and place the bag on a cart outside of the building **at the south entrance (parking lot) doors.**

Step three: Pick up your items.

- Bagged holds will be on a cart outside of the building for contactless pickup.
- Outdoor signage at the library will guide you to the pickup cart.
- Your bag will be labeled with the last four digits of your library card.
- Grab your bag and enjoy!

Remember, Irvin L. Young Memorial Library remains closed to the public. Lobbies, restrooms, computers, and other spaces will not be accessible.

Please do not attempt to use curbside pickup carts to return materials. This is essential to maintain safe handling of all materials. We have moved curbside pickup back to the South Entrance (Parking Lot) for ease of return of materials through the outside dropbox.

Browse the FAQs below for more detailed information. If you need further assistance, library staff are here to help.

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Frequently asked questions

Why are you only doing curbside pickup again?

- **The number of confirmed COVID-19 cases in the Whitewater community has risen rapidly. For everyone's safety, we are rolling back in-person services until the activity level in Walworth County is showing a steady decrease.**

How will I know when my items are ready for pickup?

- You will receive a notification by phone, email, or text depending on what you indicated was your primary notification preference

How do I return materials?

- You may return items in the outside materials drops near the parking lot entrance.

Do I need a library card?

- Yes, patrons must have a library card to use curbside pickup.
- Please note that temporary e-cards can only be used for online services.

What if I have mobility issues and cannot leave my vehicle?

- If a patron experiences mobility issues, we can provide an accommodation such as placing bagged items on the hood or in the trunk of your vehicle. Please request this when you call.

Can I place a hold via telephone?

- Yes, please call **262-473-0530**.