Hillside’s Curbside Pickup Instructions

While the Hillside Public Library remains closed to the public, beginning June 29, 2020, library staff will begin to offer curbside pickup for library materials. As staff test this new curbside service, pickup appointment windows will be limited; we expect days and timeslots to be increased over time.

**For the safety of the public and library staff, all materials will continue to be quarantined for at least 96hrs. before they will go back into Circulation for additional reservations. Please allow for at least 24hrs. before your request is received and processed.**

Here’s how the curbside pickup process will work:

1. Using the library’s online catalog (http://encore.alisweb.org/), reserve items to be picked up at Hillside.
2. Once the items are available and pulled from the shelves, you will receive an automated email message from the library indicating that your reserves are ready.
3. Upon receipt of that email, please make a reservation using the library’s online Program Calendar (http://hillsidelibrary.info/events) to secure a pickup appointment. At this time, appointments will be available from 10am-3pm, Monday - Thursday.
4. Arrive at the library on the day and time of your appointment and pick up your reservations. Items will be bundled and labeled with the patron’s last name on a table in the front of the library.

Please note the following:

- A maximum of 6 items per patron are allowed to be reserved.
- After receiving the automated email that your materials are ready for pick-up, patrons have 5 days to secure a reservation time and pick-up the books. After the 5 days, the items will be returned to the shelves for circulation.
- If patrons make an appointment that they are no longer able to keep, please email the library at contact-us@hillsidelibrary.info and then make a second appointment on the library’s Program Calendar.
- All returns must be placed in the library’s book drop.
- In accordance to NYS guidelines, face masks are required when arriving curbside to pick-up your items.

*revised 7/29/20