



The Portage Public Library is delighted to offer curbside pick-up to our community! When possible, our ability to provide access to library materials is a fundamental service. Curbside pickup enables the Portage Public Library to meet this need for our community in a safe way. In our effort to protect the health of both our staff and patrons, curbside pickup will be offered with the following guidelines.

All Portage Public Library items are not due until July 1 2020.

Curbside Pick-up Guidelines & Process

1. Only items owned by the Portage Public Library can be requested. Items owned by other libraries are not available. The only exceptions to this are holds that patrons requested, and we **received** on their behalf **before** our closure. If you have holds waiting at the library, these can be requested.
2. Reservation requests need to be placed the day prior to pick-up by e-mailing info@portagelibrary.us or calling (608) 742-4959 ext. 0. Staff are available to take these reservation requests between 9 a.m. and 12 p.m., Monday through Friday. Please provide a reliable phone number when placing your order. **Remember to have your library card available. Providing that barcode number is the only way we can check out to your library account!**
3. At the time of order, you can immediately schedule a pick-up time. Pick-up times will be available from 1:30 p.m. - 4:30 p.m., Monday through Friday, and 9:00 a.m. – 12:00 p.m. on Saturday. **Staff must confirm your pickup time with you for your materials to be available.** Items will be checked out to your card before you arrive for pick-up.
4. There is a limit of 10 items for each pick-up. Books, audiobooks, DVDs, magazines, and videogames for all ages are available for curbside pick-up.
5. Only one pick-up per day is allowed.
6. Pick-ups can be scheduled for walk-up only. A small cart will be placed under the library roofing in front of the main entrance with your items inside of the cart. The cart is being sanitized between pick-ups as well.

Questions?

If you have any questions regarding our curbside pick-up services, email us at info@portagelibrary.us

The Portage Public Library strives to provide you the best service possible.

Curbside assistance may evolve, as we go along.

We ask for your patience and flexibility as we work this out.

Thank you for all of your support! -**Portage Public Library Staff**

Portage Public Library | 253 West Edgewater Street | Portage, Wisconsin 53901
608.742.4959 | fax 608.745.0686 | www.portagelibrary.us