

In times of uncertainty, books can provide a safe haven where our spirits can be lifted up and our imaginations can roam freely. To get books into the hands of our community's readers, Port Hope Public Library provides a pickup service for its members in the Mary J. Benson Branch parking lot at 31 Queen Street.

It only takes 3 steps:

1. Place your order online at [www.porthopepubliclibrary.ca](http://www.porthopepubliclibrary.ca) or call 905 885 4712
2. Library staff will fill your order and call or email you when the materials are ready for pickup
3. Come to the library parking lot to pick up your items during the designated pickup hours

## FREQUENTLY ASKED QUESTIONS

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### **Is it safe to borrow items at this time?**

We are taking precautions to ensure that materials on our shelves and those that are returned to us are safe to be handled by members of the public. Any returned items are cleaned, disinfected, checked in and made available for borrowing again.

Pickups are done without you leaving your vehicle or we ask you respect physical distancing and wear a mask when biking or walking to use this service. If need be please wait at a distance of 2 metres from Library staff or other members of the public.

Do not use this service if you feel unwell, or if any member of your household is sick or in isolation.

### **What can I borrow?**

You can borrow any items currently in the library – books, DVDs, audiobooks, magazines, etc. (Boardbooks are not being circulated.) Search the catalogue to see if the items you want are in: [Port Hope Public Library catalogue](#)

### **What if I don't know exactly what I want to order?**

Call the library so you can give us a general idea of what you like to read. Staff will then pick out a selection of titles that you will hopefully enjoy.

### **How do I place an order?**

There are two ways: online or by phone. For each, you will need to know your library card number and PIN (the last 4 digits of your phone number).

**Online** – The easiest way to place an order is to visit the library's catalogue, find the items, and click the 'Place Hold' button beside each one you want.

**Please take note:** If you are requesting a certain DVD in a series, the paperback or large print copy or a specific issue of a magazine click on the item from the title list to open the complete record. Under 'Copy/Holding Information' at the bottom of the page click '**Request Copy**' to choose a part of a DVD series, specific print format or an issue of a magazine.

The catalogue will then prompt you for your Library card barcode number and the last 4 digits of your phone number, your PIN, to complete the request.

**Telephone** – Call 905 885 4712 to speak to a Library staff person and have your Library card on hand.

### **Can I order items if I don't have a library card?**

You have to be a member to borrow material. During this period if you are unable to visit the Library in-person new or renewed memberships are being provided to residents of the Municipality of Port Hope by email. Send your name and phone number to [ahouston@phpl.ca](mailto:ahouston@phpl.ca) with your request for a card. Otherwise visit the Library with appropriate ID and sign up for a membership.

## How many items can I, or my family, borrow?

Because we don't want you to make too many trips to the library, you can order 20 items per library card. DVDs and bestsellers (7 day loans) are limited to 10 items per library card.

We encourage you to designate one person per household to pick up material for everyone. For example, if 2 adults and 3 children all order material on their library cards, only 1 adult comes to the library to pick up the 5 bags of material.

## Can I ask someone else to pickup my items?

You can have a family member, friend or neighbour pickup your material.

## How long will it take before I can pickup my order?

We will try to fill your order as quickly as possible, but it may take a couple of days depending on how many people use this service. Also, it takes time for staff to gather and pack your items, particularly when we have to select items based on your preferences instead of a list of specific titles. Please be patient!

## How often can I borrow items?

We ask that, at most, you place an order every week. We don't want you to make too many trips to the Library, and we want to ensure we can fill as many orders as possible as quickly as possible.

## How long can I borrow the items?

Depending on the situation at that time, we may extend the due dates but a loan period of three weeks for books, CDs and talking books and 7 days for bestsellers and DVDs are the usual time limits.

## I have fines/charges on my account. Can I use this service?

You don't have to pay any outstanding fines before using this service while the library remains closed. If your card has fines over the \$10 maximum Library staff will contact you prior to filling your holds request.

## What happens when I pickup the material?

Pickup will take place at the Mary J. Benson Branch parking lot from the designated spots. Be aware that people also use the parking lot to return material in the book drop. Wait at least 2 metres back from the person ahead of you until they have left.

1. If no one is on duty when you arrive, phone the number posted, give your name and the number of your parking spot.
2. **Wait in your vehicle and open the trunk or respect physical distancing and wear a mask when walking or biking.**
3. A Library staff person will bring your items and place them in the open trunk, close the lid and wave you on your way. Walkers and bikers can collect their items from the designated table when staff have retreated to 6 feet back.

## Can I return my items?

Yes, the book drop is always open. If you do want to return items, do it at the same time as you pickup your order. In that case, **return the items first** through the book drop and then return to your vehicle and call for your pickup. Safety protocols require that staff do not handle returned material for three days.

## What happens if I forget and don't pick up my items?

We hold items for you for one week. When your hold expires the items will be removed from your account and returned to the shelves so someone else can borrow them. The \$1 charge for not picking up a hold would then apply.