

Curbside Pickup

The Billerica Library is excited to offer its patrons a brand new Curbside Pickup Service. If you have a young child or pet in the car, have difficulty getting into the building*, or are short on time, this service might be for you! (*Please note that this service is NOT replacing our [Homebound Delivery](#), which is still available and can be arranged by [clicking here](#), or calling the library's Outreach Librarian, Joe).

Curbside Pickup Rules and Guidelines

- This is a pilot program, running from **November 1st** through **December 31st** 2018. After that time, the library will evaluate the service for continuation.
- You must have received notice that your requested items are available for pickup before calling to schedule your curbside service.
- Pickup times will be available every 15 minutes, during the following time periods:
 - Monday & Wednesday 2pm-4pm
 - Tuesday & Thursday 6pm-8pm
- A limit of **five** items may be picked up at a time, with only **1 pickup per day** allowed.
- Specialty Items, Kits, and Museum Passes are **not** eligible for Curbside Pickup.
- You may pick up items from multiple cards, as long as the total number of items is 5 or less.
- Your account must be in good standing (i.e. not blocked due to unpaid fees or lost materials) to use Curbside Pickup.

Curbside Pickup Step-by-Step

1. **Place item(s) on hold as you normally would.** You may use our online catalog, call the library, or visit one of our service desks to request an item be placed on hold for you.
2. When you receive a notice that your hold is ready for pickup, call the library's circulation department, at (978) 671-0948 x3 to **schedule a pickup**.
 - You will be asked for your library card number, the make/color of your car, and to choose an available pickup time (between 2 – 4 pm on Mondays & Wednesdays, or 6 - 8 pm on Tuesdays & Thursdays).
3. **Come to the library to collect your items.** At your scheduled pickup time, park in the designated spot on the side of the building facing the Senior Center (Blanchard Ave, near the stairs/staff entrance on the side of the building). Call the circulation desk to let us know you've arrived, and a staff member will bring your checked out items to your car.