Curbside Pickup

The Billerica Library is excited to offer its patrons 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).

Curbside Pickup Rules and Guidelines

- 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 during the library’s normal business hours.
- A limit of **twenty** 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 20 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.
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.