

## Curbside Pickup Procedures

### 1. Place items on hold.

Search our [catalog](#) for items (any CW MARS library). Place items on hold and choose how you would like to be notified. If you cannot access your CW MARS account, you may call the library at 508-278-8624 x100 to place holds (limit of 5 items for phone orders).

### 2. Wait for your hold notification or check your account to see if your holds are ready. Then call or [fill out this form](#) to schedule your pickup appointment.

You will receive email or phone notification when your hold(s) is available for pickup. To schedule an appointment, call the library at 508-278-8624 x100 or [fill out this form](#) to schedule your pickup appointment. You will be asked for your library card number, the make/color of your vehicle or form of transportation, and to choose an available appointment time.

### 3. Pick up your items!

Once parked in the library lot, call the library at 508-278-8624 x104 to let us know you have arrived, and please open your trunk, if possible. A librarian will bring your checked-out items to your vehicle.

### Guidelines

If you would like to update your notification preferences, you may do so on your CW MARS account. If you have issues accessing your account, please call the library at 508-278-8624 x100. You must have received notice that your requested items are available for pickup before calling to schedule your appointment.

Please note that interlibrary loan items may take longer than usual to arrive.

A limit of 20 items per family may be picked up at a time, with only 1 pickup per day allowed. To decrease wait times, only 1 library card may be used per pickup.

All returns must be placed directly in the drop boxes.

All overdue fines on UFPL items returned to UFPL are forgiven until further notice. Remember that we are quarantining returned materials for 96 hours prior to check-in. Materials may take up to a week to be removed from your account.

Not sure what you want? [Fill out this form](#) for up to 3 surprise books from the librarians!

### Curbside Hours

Mondays 11:00am-7:00pm