

Curbside Service FAQ

Edwardsville Public Library

What does “contactless” pickup mean?

Contactless means you will not have in-person contact with a library staff member. We will have a table outside the library where our staff will place your items in a paper bag with the first 3 letters of your last name and the last six digits of your library card number. Please wait before approaching if you see another person at the table, and please double check that you have the correct bag before leaving.

How do I select materials to check out?

Currently delivery between libraries is unavailable, but Edwardsville Public Library items can be requested for curbside pickup. Go to our online catalog and narrow your search for Edwardsville items and select the items you would like to place on hold. You may also call the library at 692-7556 or email us at info@edwpl.org to request books. A video tutorial on how to use the catalog to find items available at the Edwardsville Public Library can be found here: <https://youtu.be/5FQqYg51S04>

I have a library card from another library, can I use your curbside service?

Yes! As long as your account is in good standing you can request items to be picked up from our library. We do ask that any items picked up from our library are returned here as well.

I had books ready to be picked up when the library closed in March. Can I still get those?

Yes! We will be calling everyone with books on our hold shelf to notify them that they are available. You will have 7 days to come pick them up before we remove the hold.

When can I pick up the books I have put on hold?

After you have been notified that your holds are ready, you will have 7 days to come pick-up your items. Please call the library about 15 minutes before you come to pick up items so that we can prepare them and place them outside for you. If several patrons are requesting pick-up at the same time, you may be asked to delay your pick-up slightly.

I have library materials at my house. Can I return those now?

Yes! The book drop on Kansas Street will be open Monday, Wednesday, and Friday from 8:30 – 5:00 and Tuesdays & Thursdays from 10:00 to 6:30. Please return material at your convenience. All other book drops will remain locked, and the Kansas Street book drop will be locked outside of the hours listed above.

If you wish to return an item that does not fit in the Book Drop, please call the library during operating hours to make arrangements for contactless drop off.

Can I drop off book donations?

We are not accepting book donations until further notice. We do not have space to quarantine both material returns and donations.

Will the library be disinfecting returned materials?

At this time we will be quarantining all material for 7 days when it is returned. This means that the item may still appear on your account for 7-10 days after you return it in the book drop. Please have patience with us as we change our procedures to keep staff and patrons safe and healthy.

When can I enter the building again?

We do not currently have a date when the library will be open again to the public. We're following Governor and Health Department recommendations to protect the health and safety of our staff and patrons. To stay up to date, check our website (www.edwardsvillelibrary.org) and social media accounts.