



HOW TO USE CURBSIDE SERVICE

If at anytime during this process you have questions, please give us a call or email us. We'll be glad to help you. 919.245.2525 | library@orangecountync.gov

PLACE A HOLD

- Find the item(s) you'd like to borrow in our online catalog.
- Click the button labeled **Request it**.
- Sign in to your library account, and select the *branch location* where you will pick up your order.
- Click **Submit** to confirm. *You will receive an email when your order is ready to pick up.*

MAKE AN APPOINTMENT

- Once you receive an email that your order is ready, click on the link provided in the email to make an appointment.
- You will then see all upcoming appointments at your branch displayed on our online calendar. Scroll down until you find a convenient, available appointment date and time. (Approaching the the end of the month? Use the calendar in the top right corner to advance the display to the next month.)
- Click on the desired appointment and log in to your library account when prompted.
- On the registration page, click **Continue** to complete your reservation. *You will receive a confirmation email providing you with the details of your appointment.*

PICK UP LIBRARY ITEMS

HILLSBOROUGH

Park in a designated curbside spot and call the phone number on the sign.

Be prepared to give the librarian your library card number.

Wait in your car until the librarian comes outside with your items.

Put on your face covering and wait for the librarian to go back inside before getting items from the pickup table.

Return to your vehicle and exit the curbside service area through the parking deck.

CARRBORO

Park and walk to the sign marking the pickup area at your branch location.

Call the phone number on the sign and give the librarian your library card number.

Put on your face covering and remain six feet from the pickup cart.

The librarian will come outside and place your items on the pickup cart and go back inside.

Get your items and return to your vehicle.

RETURN LIBRARY ITEMS

- You may return regular-sized items to the book drop at any of our three locations. This includes books, DVDs, CDs, and video games.
- Please place wi-fi hotspots, kindles, oversized books, Literacy Book Bags or Book Club Kits in the curbside bins designated for this purpose.

Note: We are not charging fines for late items. Please renew any items you would like to keep past their due dates. After three overdue notices, you will be charged a replacement fee.