

Asphodel-Norwood Public Library

PO Box 100, Norwood, ON., K0L 2V0 | (705) 639-2228 | www.anpl.org | norwest@asphodelnorwood.com

Curbside pickup is available at the Norwood Branch now.

Curbside pickup will be available at Westwood Branch beginning Wednesday, June 10, 2020.

Curbside Pickup - What patrons need to know:

Patrons can take advantage of this service **once per week.**

Library staff members are strictly adhering to the latest guidelines and following best practices around sanitizing. All books have been in quarantine for an extended period of time.

How Curbside Pickup will work:

- We encourage patrons to use our [online catalogue](#) to place holds on library items. If you are not comfortable with this process, please email kvanluven@antownship.ca or call the Norwood branch (705-639-2228) and we will place item(s) on hold for you. ****Please note that staff are not regularly at the Westwood Branch. Westwood patrons will need to call the Norwood Branch to speak to a librarian who can assist with placing a curbside order.**
- Patrons will receive a call to arrange a pickup time.
- Curbside Pickup will be offered on select days and times **by appointment only.**
- At your scheduled time, you will find your items in a bag labelled with your name located outside the front door of the library.
- Pick-up times are arranged within a 10 minute window to ensure that no two appointments overlap. Please be courteous to other patrons and arrive promptly at your scheduled pick-up time.
- Please ensure you maintain proper social distancing measures (2 metres).

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Curbside FAQs:

Q: Is the library open?

A: No. You will not be permitted to enter the library building as it remains closed to the public. Library staff are working behind the scenes and are available to take your phone calls at 705-639-2228.

Q: Can I return items?

A: Yes, the dropbox is open. You are welcome to return items at any time to either branch.

Q: Will I have fines for items due during the library closure?

A: No, all fines incurred during the library closure will be cleared when the item is returned.

Q: How do I schedule items for curbside pickup?

A: Patrons may place items on hold using the library's online catalogue. If you are unable to use the online catalogue, please email kvanluven@antownship.ca or call the Norwood branch to speak with a librarian. Once your items are ready, the library will call you to schedule the pickup. **Pickups are by appointment only.**

Q: What days & times are available for curbside pickup?

A: Curbside pickup times are as follows:

Norwood Branch: Tuesdays & Thursdays 1:30 - 3:30pm and Wednesdays & Fridays 11:30am - 2:30pm

Westwood Branch (**Pickup Only**): Wednesdays 2:00-5:00pm