

# Frequently Asked Questions (FAQ)

## **CAN I PICK UP LIBRARY ITEMS FOR MULTIPLE PEOPLE WHO ARE NOT WITH ME?**

Yes--but you MUST have their library card physically present and each transaction must be done separately. So, after you have done your text "here" to 308-280-2500; a communication has been established with library staff, continue the conversation and let us know that there will be additional pickups. List the full names and library card numbers for the others also. Staff will pull it all together and bring it out to your car. You will then need to hold up the library cards to verify pickup. Please know this will lengthen your pickup time.

## **CAN YOUR STAFF TAKE MY RETURNED LIBRARY MATERIALS?**

Yes, provided you are using the curbside pickup service. We will accept items to be returned and place them in the book drop for you after delivering your pickup items.

## **CAN I PICK UP MY INTERLIBRARY LOAN BOOKS WITH CURBSIDE?**

Unfortunately, no. We are not able to manage money transactions curbside. You will need to come into the library to pick up your interlibrary loan items.

## **CAN I SCHEDULE A SPECIFIC TIME?**

No. We are starting with an affordable text based system that is set up to accommodate people as they arrive at the library. If this service proves popular, we may invest more money and budget into a more robust curbside delivery system where you may be able to schedule a time.

## **WHAT HAPPENS IF I DON'T GET MY BOOKS PICKED UP?**

After one week of being "On Hold," the items will be checked in, thereby cancelling the hold for the patron. The items will be placed back onto library shelves. There is no re-shelving fee.

## **WHAT HAPPENS IF I PULL UP, TEXT AND I GET THE RESPONSE "CURBSIDE IS UNAVAILABLE"?**

As we launch this new service, we are planning to offer it from 9AM-6PM, Monday through Friday. Library administration hopes to extend curbside hours in February if staffing and budget allow. As of now, if you get a text response that "curbside is unavailable", there would be 3 reasons that would happen:

- You are contacting us outside of regular library hours (which are currently M-F 9A-6P);
- Library staff forgot to "turn on" or "turn off," the "available" setting within the curbside software.
- The Library is too short-staffed to offer this service on that day.

If you get this message, please return to the library another time or day to pick up your items.

## **CAN I PICK UP DVDS WITH THIS SERVICE?**

Yes! Anything that you can place on hold, may be picked up with the curbside pickup service. This includes: audiobooks, DVDs; Children's and young adult books & DVDs; and large print books.

*North Platte  
Public Library*

**Curbside  
Pickup Service**



North Platte Public Library  
120 West Fourth Street  
North Platte NE 69101

Phone: 308-535-8036  
Fax: 308-535-8296  
Curbside SMS: 308-280-2500

Email: [library@ci.north-platte.ne.us](mailto:library@ci.north-platte.ne.us)  
Website: <https://nppl.online>  
Blog: <https://libraries.ne.gov/northplatte>  
Social Media: @NorthPlattePL

Visit the website to view the online catalog, renew books, place requests, and access subscription databases.

*Effective Jan 19, 2021*

# Curbside Pickup Service at the North Platte Public Library

Welcome to the North Platte Public Library's newest service, Curbside Pickup! We designed this service for library patrons who would prefer to "order" or request their library items, and have them brought out to their car. There are many reasons why someone might want to utilize this service. Persons we thought might benefit greatly by this service are: parents and caregivers with small children; working people who don't have time or who struggle to make it to the library during its current hours; vulnerable to COVID persons, etc. If you have used any pickup service (such as: Walmart, Applebees Curbside To Go, etc.), or gone through a drive through, you will enjoy the safety and ease of this new service. If it is well-used, the library may enhance and add upgrades to our software, expand the hours of this service, and expand the service to include more library services. *We hope you give it a try!*

## HERE'S HOW IT WORKS

1. Request the items you want on hold. This is easily done by visiting the Library's card catalog at: [nppl.online/catalog](http://nppl.online/catalog) If you aren't sure how to request an item, watch our tutorial on our YouTube Channel in the "How To" Playlist at [youtube.nppl.online](http://youtube.nppl.online) OR call the Library at 308-535-8036 X3310 and a library team member can place items on hold for you.
2. Give the staff time to pull your items for you, usually 24 hours.
3. The Library staff will call to let you know that your materials are ready for pickup.
4. Enter the Library's parking lot and pull up by the building OR pull into a parking space in the small lot adjacent to the library. Look for the curbside signage.
5. Text the library at 308-280-2500 and simply state: "here"
6. An automated response will prompt you to click on a link to fill out or you can just text this information:
  - ◆ Your first and last name;
  - ◆ Your library card barcode number (located on the back of your library card); and finally,
  - ◆ Your vehicle description (such as white Jeep Cherokee).
7. Once that information has been sent, you will start communicating with library

- staff. We request that you allow 5-15 minutes for library staff to gather up your items and check them out. Then they will bring the items to your car.
8. Please have your library card or driver's license available so that we can verify that we checked out and delivered items to the correct person.
  9. Open your trunk or unlock your door. Once staff have verified your identification, they will place the items into your car.
  10. Enjoy your books and our new curbside service.

## CURBSIDE PICKUP



**TEXT: "I am here"**  
**308-280-2500**  
when you arrive.

### Remain in your car



Until your items are checked out and ready.



1. When staff arrives, pop your trunk or unlock a door.
2. Hold your library card to the window (barcode side out) OR driver's license (face out) for staff to verify.
3. Enjoy your materials!

## Curbside Pickup

now available



## A FEW THINGS TO REMEMBER:

1. This is a new service and we are working out the procedures, so please be patient with us.
2. Please give the staff 24 hours to pull your requested library items. Unfortunately, we do not have the staff to provide this service "on demand."
3. The Curbside Pickup Service is only currently being offered during Library hours, Monday-Friday 9AM-6PM. Requested items are not pulled on the weekends.
3. You must have a cell phone with TEXT capabilities or SMS. At the present time, we are not offering a "call-in for pickup service," as we are concerned about the staffing required for this service.
4. Remember you are required to have either your library card or driver's license with you to use this service.