Until normal library services can be resumed, we’re offering Glencoe cardholders the option of ordering materials and picking them up outside the building. Here’s how it works.

**CURBSIDE SERVICE HOURS**

Monday, Wednesday, & Friday / 11 am—3 pm  
Tuesday & Thursday / 3—7 pm

**PLACING YOUR ORDER**

There are two ways to place your order:

- Peruse our online catalog and place holds on your desired materials. When your held items become available, you’ll be notified by email or phone call. You may then call (847) 835-8926 (the curbside hotline number) during service hours to schedule your pickup appointment.

  **OR**

- Email us at gckref@glencoelibrary.org with the titles you’re interested in and we’ll check to see if they’re available. When your order is ready, we’ll send you an email asking you to call (847) 835-8926 (the curbside hotline number) during service hours to schedule a pickup appointment.

Hotline staff can only schedule pickup appointments; they cannot place holds, look up materials in the catalog, or provide readers’ advisory. **TIP:** If you need ideas on what to read, please use the chat function through our website OR submit an online Readers’ Advisory form. See page 2 for information on Readers’ Advisory options.

The daily limit per card is 5 adult collection items and 15 children’s collection items. Only materials held by the Glencoe library are available at this time.

**PICKING UP YOUR ORDER**

Pick up your materials at your scheduled time on the west side of the library building. On arrival, call the curbside hotline number (847) 835-8926 and we’ll bring your order outside. Please wear a mask. If you’re driving, pull into the library parking lot (entrance on Village Court) and open your trunk so we can place your bagged items in the back. If you’re on bicycle or on foot, we’ll place your order on a cart on the sidewalk.

**DUE DATES** Anything checked out before or during closure is due July 1.

**FAQS ON NEXT PAGE**

www.glencoepubliclibrary.org
FAQS

Are library materials safe for me to use? There is no way to sterilize library items, but we do quarantine returned items after they’re returned to us. Staff wear gloves and masks for check-in, reshelving, and checkout.

Can someone else pick up my order? Yes. Please indicate the name of the person who will pick up your item(s) when you make your curbside pickup appointment and either (a) the make/model/color of their vehicle or (b) if they will arrive on foot or by bike.

I missed my pickup appointment. Materials will be held for four days after you order them, as with the normal hold shelf. If you cannot make your initially scheduled time, please schedule another pickup appointment within those four days.

When can I get books from other libraries again? We don’t know when inter-library loan service will be available again. We hope it’s soon.

I’d like advice on what to read. Librarians are available to chat live through our website Monday-Friday 9 am-1 and Monday-Thursday 3-5pm.* Alternatively, you can submit a Readers’ Advisory request; to do so, go to our website and go to Books, Movies, and More/Adult or Children’s Readers’ Advisory. Fill out the form and we'll follow up with an email. Kids can request a surprise bag (who knows what we’ll pick out for you?) for curbside pickup, or even schedule a live Zoom chat!

* Starting Tuesday, May 26, chat hours will be the same as curbside hours: 11 am-3 pm M/W/F and 3-7 pm T/Th.

Curbside is a new service. We’ll keep improving the process as we gain experience with it. Thanks in advance for your patience!