

Curbside Service FAQ

Last updated: May 27

When are you opening?

Right now, we expect to begin curbside service on Tuesday, June 23.

Why not on June 1?

Curbside is a new service and takes a significant amount of setup.

- Changes to the library workspaces -- separate desks, move equipment, install shields
- Build 30+ more book return bins and set up a quarantine room for the 35,000 books and DVDs that people need to return
- Staff training
- We also have some building repairs that need to be completed before we can have staff return to the building (HVAC and elevator)

Construction and repair work will begin the first week of June.

We'll start taking returns June 8. Those materials will be held in quarantine for one week prior to check in.

We'll begin checking in materials that have completed their quarantine period on June 15

You can begin placing new holds on Monday, June 22.

And we expect to begin providing curbside service the week after that, June 23.

Other libraries are already doing it

Our board instructed us to err on the side of safety and learn from other libraries' examples.

Borrow the best ideas. Avoid the mistakes.

They want to make sure that no one gets sick because of the library.

When can I return the stuff I have?

We expect to start taking returns on June 8. There are 35,000 items that need to be returned and then quarantined for a week before anyone can check them back in. There is some setup that needs to happen so we are ready for that.

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Returns will be accepted at the library in the drive-up exterior book return bins only. You will not be able to hand returns to the library worker when you pull up for your pickup. You will have to pull through a second time to drop returns in the bin.

The book returns at Sunset (Long Grove) and The Grove shopping center (Buffalo Grove) will not be opened at this time.

When can I start placing holds again?

You will be able to place new holds beginning June 22. We will fulfill existing requests first (holds that were placed prior to March 13).

How many items can I pick up at a time?

We do not have an exact number yet, but we will be limiting the number of items that can be picked up.

When can I start placing interlibrary loans again?

We do not currently have a date for when interlibrary loan deliveries will restart.

Interlibrary loan service relies on a network of libraries, and many of us are at different stages of reopening and service priorities. We will make announcements about ILL when we have a firm date.

How will curbside service work?

Library cardholders will be able to request items through the catalog. Library workers will retrieve them from the shelves and package them for pickup. You'll drive up to the front entrance and we'll put them in your passenger seat or trunk.

What days and hours will curbside pickup be available?

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We are still determining those details and will have more information at a later date.

I have a library card at (some other library). Can I still check things out from Vernon?

No. Curbside service will be limited to Vernon Area Public Library cardholders only.

When will I be able to come into the building?

We do not have a date for that right now.

We are following IDPH guidelines, and will open when it is safe to do so.

Who can I talk to about this?

You can contact the library director or board of trustees

- Email link at the bottom of the homepage [vapld.info](mailto:info@vapld.info)
- Leave a message for the library director at 224-543-1448