

During the provincial lockdown, the library is pleased to be able to continue to offer a curbside pick-up service at all the West Grey Library branches. Effective, December 26, there is no public access to the building.

We have designed a contactless system to get material to you in a safe way. All returned library material has been quarantined for at least 72 hours before passing it to you, as suggested by health professionals.

## How it works

1. Reserve items for pick-up by placing holds through the online catalogue, emailing [info@westgreylibrary.com](mailto:info@westgreylibrary.com) or calling your local branch.  
Durham 519-369-2107   Ayton 519-665-2340   Neustadt 519-799-5830  
Elmwood 519-369-2107
2. When you receive a notice that your hold is ready, contact the library to schedule a date and time for contactless pick-up. It may take a few business days to fill your request as material may need to be retrieved from other library branches.

## What you need to know

- Curbside pick-up is only being offered at all West Grey Library branches.
- Hours:
  - Durham                      Tuesday 2pm-7pm  
   Wednesday – Friday 10am-4pm
  - Ayton                            Tuesday 2pm-7pm
  - Neustadt                        Thursday 12pm-5pm
  - Elmwood                        Thursday 6pm-7pm
- Regular loan periods apply
- The drop box is open for returns 24/7

## Digital Library

We encourage you to explore all the services that the library offers. The digital services we offer includes eBooks, audiobooks, and video streaming through Kanopy. The library is also offering virtual programs for adults and children on the library's YouTube channel.

## **Do I need to show my library card when I pick-up material?**

No. We will confirm your library card number when we set up the appointment for pick-up. Your items will be signed out on your account and ready to go.

## **Can someone else pick-up my library material?**

Yes. You can designate a family member or friend to pick-up for you.

## **What if I don't have a card?**

You can register by contacting the library for a temporary card. Call 519-369-2107.

## **I returned my library items. Why are they still showing on my card?**

All returned items are in quarantine for 72-hours before check-in. Because of this, your items may remain on your account for up to a week. You will not be charged overdue fees during this period. Due to system constraints, automated notifications continue to send as usual. We apologize for any confusion this may cause.

Please contact us after one week if a returned item remains on your account.