

Instructions for Holds Pick-Up

Step One – Place Your Hold

- Patrons with Canton or Plymouth library cards can request items from our collection at www.cantonpl.org. When your hold is ready for pickup, you will be notified via email, text or phone, according to your preference.

Step Two – Scheduling Your Pick-up Time

- Your e-mail or text notice will have a link to the site where you can schedule your pick-up time. (Please do not schedule a pick-up time until you have the notice that your items are ready!)
 - If you get your notifications by phone, a staff member will call you.
- Pick an available day from the calendar.
- After you click on a date, the available times will appear. Pick a time and confirm.

The screenshot shows the 'Select a Date & Time' interface. On the left, the Canton Public Library logo and 'Pickup Appointment' section are visible, including a 20-minute duration and a note that appointments must be scheduled. The main area is a calendar for June 2020. The date June 10th is selected, and the time 6:00pm is chosen. The time slots 6:20pm and 6:40pm are also visible. The time zone is set to Eastern Time - US & Canada (4:07pm).

The screenshot shows the time selection interface for Wednesday, May 6. The time 6:00pm is selected, and the 'Confirm' button is highlighted. The time slots 6:20pm and 6:40pm are also visible.

- Enter your name, email, library card number, and phone for text reminder (if desired); then click Schedule Event. You will get an e-mail with your appointment information and reminders via email (and text, if provided).

The screenshot shows the 'Enter Details' form. It includes fields for First Name, Last Name, Email, Library Card Number, and Send text reminder to. The 'Schedule Event' button is highlighted.

Step Three – Pick-up Your Holds

- The hold pickup station is located to the left of the library's main doors. Within your scheduled time, park in the front lot and follow signs. Walk to the building and wait in the designated spot for a staff member to retrieve your holds. If additional holds are ready for pick-up at the time of your scheduled appointment, they will be added to your order.
- Returns, payments and account issues cannot be handled at the pick-up station. Please put returns in the outdoor return slot.
- Holds may be canceled through your patron account on the website at www.cantonpl.org, or by text at Shoutbomb, command MYACCOUNT. Any questions about your library account will be answered at (734) 394-0999 or by email at cplemail@cantonpl.org.