

Instructions for Curbside Service

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, you will be notified via email, text or phone, according to your preference.

Step Two – Scheduling Your Curbside Pick-up Time

- Your e-mail or text notice will have a link to the site where you can schedule your curbside 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 'Curbside Pickup' page with a calendar for October 2020. The calendar highlights the 29th and 31st. The page includes a 20-minute hold duration and a location pin for the east parking lot. A note states: 'A 20 minute time period providing an opportunity for you to receive delivery of your available holds at our curbside designated parking spaces. Since this service is intended to be contactless, as you wait for your materials to be brought out, please open your trunk or rear window. Our staff member will place the materials inside an open window, or in your trunk and close it.'

The screenshot shows a time selection interface for Wednesday, May 6. It features a calendar grid with days WED, THU, FRI, and SAT. A '6:00pm' button is highlighted, and a 'Confirm' button is next to it. Below the calendar, there are two more time options: '6:20pm' and '6:40pm', each in a separate box.

- 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 *', and 'Library Card Number (you can enter up to 3 separated by a comma if picking up for family members, same last name and address) *'. There is also a checkbox for 'Send text reminder to' with a phone icon. A blue 'Schedule Event' button is at the bottom.

Step Three – Pick-up Your Holds

- At your scheduled time, utilize one of the designated curbside parking spaces in the front of the library and **call 734-397-0999 option 8** to notify us of your arrival.
- While you wait for you materials to be brought out, please open your trunk or rear window. Our staff member will place the materials inside an open window, or in your trunk and then close it.
- 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.