

Curbside Service FAQ

Q. What days/hours is curbside pickup available?

A. Monday 10-6
Tuesday 10-6
Wednesday 10-6
Thursday 10-6
Friday 10-5
Saturday 10-1

Q. Where will the hours be posted?

A. Hours will be posted on the library door, library website and Facebook.

Q. When can holds be placed?

A. Holds may be placed on materials at any time by getting on www.tipton.lib.ia.us and going to the "catalog search" button as long as patron has an active Tipton Public Library card. If patron finds their card needs to be renewed, they will have to contact the library and get their card renewed. Patrons may also email, phone, or Facebook message the library to request materials.

Q. Will materials be able to be picked up outside the hours listed above?

A. No, materials must be picked up during the hours listed above.

Q. How do patrons know when materials are ready for pickup?

A. Library staff will ask the patron to give library staff approximately 15 minutes to get materials ready for pick. Patron can then come to parking lot in back with trunk opened or back window rolled down so that materials can be placed in patron's vehicle. Patrons will be asked to stay in their vehicle while materials are being delivered by staff member. If someone walks to the library, library staff will place materials in a safe spot so patron can pick up materials safely. If patron places a hold ONLINE, the library staff will contact patron to let them know when they can come and pick up their materials.

Q. What happens if there is already a hold on a certain material?

A. Patron can go ahead and place a hold on the item telling them that they will be notified when the item becomes available. When item is checked in, a notice will pop up and library staff will then contact patron that item is now ready for pick up.

Q. What happens if a patron puts 5 DVDs on hold online at one time?

A. When staff member calls for pick up time, the patron will be reminded only three DVDs may be checked out at one time.

Q. How long will curbside service last?

A. Curbside service will last if the service is needed.