

CURBSIDE PICK-UP FAQ

Why aren't you accepting returns at this time?

We are figuring this out as we go, and want to take it one step at a time. Having staff accept returns is a greater chance for virus transmission, and we want to be sure to protect staff and patrons as best we can.

When are my books due?

Once we are ready to take returns we will announce a due date. For now we are not charging fines and we are renewing items.

Can you print something for me?

Not yet. We are developing a plan for curbside printing pick-up, but for now we recommend you visit one of Chesterfield's locations.

I have a digital library card, can I place a hold for pick-up?

Yes. You can place the hold on your digital card, but you (or your guardian) will need to provide a drivers license as proof of address through the window when you arrive. We will then change your number and provide you with your physical card. Please tell us when you call if you are using a digital card number.

When will you reopen so I can go inside? I like to browse!

We are following state and local guidelines at this time and will let you know when we plan to reopen. We are buying cleaning supplies and preparing the libraries for social distancing. Please feel free to call and ask for book recommendations.

Can I get a Petersburg book?

Yes! We are coordinating with Petersburg staff to fill those hold requests as well.

How long will it take for my items to be ready?

That depends on how many items you requested and from which locations. Please wait to be contacted before going to pick-up your items. We have less staff in the buildings have several locations to pull books from.

Why isn't there a Dinwiddie location?

ARLS staff do not have access to any of the Dinwiddie libraries right now. Carson was chosen as the next closest location. If you want a book at McKenney, Dinwiddie, or Rohoic we will have to wait until after we are allowed in the buildings.



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