

Library Policy No. 16A

Subject: Public Service at the Drive-Up Window

Adopted by the Board December 9, 2015

Revised September 13, 2017

Purpose

The purpose of the drive-up window is to offer users the convenience of picking up West Bloomfield Township Public Library materials placed on hold without coming into the facility with as little wait time as possible. The drive-up window **does not** provide the full-range of circulation services or reference services.

Service Expectation

At the drive-up window, a user can expect:

- The same exceptional user experience, as they do at service points inside the building
- A quick and efficient experience (1-3 minutes) in order to keep the line moving and wait time kept to a minimum
- Service focused **on only the following**:
 - Picking up/checking out West Bloomfield Township Library materials and MeL interlibrary loan items being held
 - Renewing checked out items, with receipt provided upon request
 - Accepting returns, with receipt provided upon request
 - Paying undisputed fines in cash only

It takes at least 30 minutes from the time a hold is placed on an item currently on the shelf within the Main Library to its availability at the drive-up window.