

How to Use the Library's Parking Lot Pick-Up Service

1. Request materials for pick-up

If you are requesting materials through the online catalog and plan to use **Parking Lot Pick-Up**, choose "Main Library" or "Westacres Branch" when you are prompted to select a pick-up location.

Note: *You will need a valid West Bloomfield Township Public Library card.*

You may also request materials by speaking to a librarian over the phone. To talk to a librarian, call the:

Main Library Adult Department at (248) 232-2290

Main Library Youth Department at (248) 232-2250 OR

Westacres Branch at (248) 232-2420

You may also speak to a librarian online by using the "Contact Us" feature on our website to text, email or chat with a librarian.

Note: *You will need a valid library card in our system.*

2. Wait for confirmation

When the materials you have requested through the online catalog are ready for pick-up, you will receive a hold notification by email or telephone.

For materials requested over the phone or by using the "Contact Us" feature on the website, the librarian you speak with will tell you when your items will be ready to pick-up, typically after 30 minutes.

3. Park in the designated pick-up location

At the Main Library, Parking Lot Pick-Up will take place on the East side of the front parking lot.

At the Westacres Branch, Parking Lot Pick-Up will take place in the parking lot along the East side of the building.

When you arrive, please park in one of the numbered parking spots.

If you come on foot, bicycle or some other type of open vehicle, remember that staff will maintain strict social distancing. We ask that you please wear a mask.

4. Call to let us know you have arrived

At the Main Library, please call (248) 232-2270.

At the Westacres Branch, please call (248) 232-2288.

The librarian you speak to will ask the number of the parking spot you are parked in and verify your identity by requesting your library card number.

5. Open your trunk or rear hatch to receive delivery

A staff member will place bags containing your items and your checkout receipt inside your open trunk or hatch. The staff member will close (or ask you to close) your trunk or hatch and your pick-up will be complete. Staff will adhere to strict social distancing.

Note: *Please do not exit your vehicle.*

See the reverse side for more important information.

FAQ:

What hours will Parking Lot Pick-Up be available?

Parking Lot Pick-Up will be available whenever the Library is open. Please see hours below. These hours will be in effect until further notice.

Can I give materials I am returning to staff?

Staff cannot accept materials for return. If you have materials to return, please place them in the book drops.

How do I renew my existing library card?

Renew an existing card in person at the Main Library Reception Desk or the Westacres Branch Circulation Desk. You can also renew an existing library card by using the renewal/new card form on our website, calling the Library, or by using the “Contact Us” feature on our website to text, email or chat with a staff member.

How do I request a new library card?

Residents of West Bloomfield Township, Keego Harbor, Orchard Lake and Sylvan Lake can request a new library card in person at the Main Library Reception Desk or the Westacres Branch Circulation Desk. Residents of these communities can also use the renewal/new card form on our website, call the Library, or use the “Contact Us” feature on our website to text, email or chat with a staff member. The card can be available to pick up at the Main Library Drive-Up Window or we can mail it to you. Nonresidents who are eligible for reciprocal borrowing may have their home library card added to our system at the Main Library Reception Desk or the Westacres Branch Circulation Desk.

Will my items be subject to standard loan periods and overdue fines?

All items checked out beginning June 8, 2020 are subject to regular loan periods and overdue fines.

There are **NO OVERDUE FINES** for materials checked out before the Library closed on March 14.

When will Library operations return to normal?

The Library’s plan to resume service moves us to a “new normal.” The plan includes a number of phases and allows us to pivot back to previous phases if COVID-19 cases rise, if there is an exposure to the virus within the Library, or another shutdown order is issued. Library buildings opened for Phase 2, which includes a “Grab & Go” service, July 15, 2020.

For the latest information, please keep checking our website for updates, follow us on social media and subscribe to our eNewsletters.

PHASE 2 HOURS

Monday-Thursday	10 AM – 7 PM
Friday & Saturday	10 AM – 5 PM
Sunday	Noon – 5 PM



MAIN LIBRARY
4600 Walnut Lake Road
(248) 682-2120
Fax: (248) 232-2291
TTD (248) 232-2292

Email: wbref@wblib.org
wacref@wblib.org
Text: (248) 648-3368

WESTACRES BRANCH
7321 Commerce Road
(248) 363-4022
Fax: (248) 363-7243

ONLINE LIBRARY
Open 24 hours every day
www.westbloomfieldlibrary.org

