



LOCKER PICKUP & DRIVE-UP WINDOW SERVICES POLICY

The locker pickups and drive-up window provide fast and convenient service to patrons who do not have time for a full library visit when the Library is open for business. Patrons must have a valid library card to arrange holds pickup at either service point or to complete drive-up window service transactions.

Locker Pickup Service

- Pickup must be prearranged by phoning the Library and determining with staff a mutually agreed upon pickup time with at least one (1) hour advance notice.
- Pickup times are available during designated hours when the Library is open.
- Reserved items must be retrieved from the locker by the end of the business day. Lockers will be cleared of items and items not retrieved will be removed from the patron's account.

Drive-Up Window Service

- The services provided at the drive-up window will be limited to picking up prearranged holds and paying of fines.
- Pickup must be prearranged by phoning the Library and determining with staff a mutually agreed upon pickup time with at least one (1) hour advance notice.
- Pickup times are available during designated hours when the Library is open.
- A patron will be asked to pull into a parking space and come into the building for any holds not prearranged to be picked up at the drive-up window.
- Items must be picked up from the drive-up window by the end of the business day. Items not retrieved will be removed from the patron's account at the start of the next business day.
- Transactions should be completed in less than two (2) minutes as to minimize the wait time of other drive-up window patrons. Absent an accommodation for a disability, any patron requiring more staff interaction will be asked to pull into a parking space and come into the building.

Approved by the Novi Public Library Board of Trustees: May 1, 2010

Amended: November 18, 2015, June 22, 2017, April 28, 2022
