



Curbside Pickup Service

Patrons can now check out materials without entering the library! Simply follow the easy instructions below and reserve your books today.

Curbside pickup times are 9 a.m. to 4 p.m., Monday through Friday, excluding days the library is closed.

- The library reserves the right to cancel or limit curbside service.
- **To utilize the service, you can place a hold online or call 919-553-5524, ext. 1 to reserve items.**
- We may modify these instructions as we move further through the governor's phases and towards regular library services.

To place a hold online:

– Using your card number and pin, log in to our online catalog (<http://heml.bywatersolutions.com>) and browse our collection. Place holds on the items you'd like to check out.

– Once we pull your holds, our library staff will call the number on your account to schedule the date of your pickup. If we can't reach you by phone, we'll reach out by email. Library staff will check out the items to your library account prior to pickup. Your library card must be current and in good standing with no fees over \$25. *If you live out of town and have a temporary library card, you will need to pay for a regular membership to the Clayton Library; staff will assist with this process over the phone.*

– To retrieve your items, park in the designated "Curbside Pickup" parking spaces near the library's side entrance at your designated pickup time. Your

items will be on the table outside of that entrance, in labeled plastic bags. Just grab your bags and go!

For those wishing to call to reserve items:

– Call 919-553-5542 extension 1 to request titles for next day curbside pickup. Be sure to have your library card available so that we can look you up in our system.

– You will receive a call to schedule pickup of your items.

– Library staff will check out the items to your library account prior to pickup. Your library card must be current and in good standing with no fees over \$25. *If you live out of town and have a temporary library card, you will need to pay for a regular membership to the Clayton Library; staff will assist with this process over the phone.*

– To retrieve your items, park in the designated “Curbside Pickup” parking spaces near the library’s side entrance at your designated pickup time. Your items will be on the table outside of that entrance, in labeled plastic bags. Just grab your bags and go!