

Curbside Pickup How-To



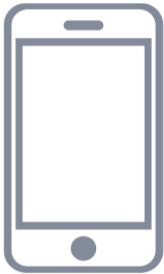
Step One

Request up to 3 books and 3 DVDs per library card using the webform found at library.middlesex.ca/items-request or by calling 519-245-8237 and leaving a message. Be sure to select the “Curbside Pickup” option. You can make a request every two weeks.



Step Two

Staff will contact you by email or by phone when your items are ready to be picked up. They will provide information about pickup hours and review the pickup procedure.



Step Three

Visit the library during the designated pickup hours to get your items. If you don't have a cell phone, call the library before leaving home. If you have a cell phone, call when you arrive. Staff will verify your name and library card number over the phone.



Step Four

There will be table outside of the library. Library staff will watch for you to arrive and leave your bagged items on the table. We ask that you wait for staff to re-enter the library before retrieving your items. If you are returning items when you visit, please place them in the drop-box not on the table.

Questions? Email us at librarian@middlesex.ca, [Live Chat](#) on our website, or call 519-245-8237 and leave a message.