Curbside Pickup Rules and Guidelines

- You must receive notice you have "Hold" items available for pickup before calling to request curbside service.
- You or the person designated to pick up your holds must present your library card. A digital form of library card is acceptable.
- If you are picking up holds for someone other than yourself, you must be designated on that person's account and have your photo ID.
- Pickup times will be available during the following hours:

    o Monday: 1-5
    o Tuesday: 2-6
    o Wednesday: 2-6
    o Thursday: 2-6
    o Friday: 1-5

- Items **NOT** eligible for Curbside Pickup: Home Goods, Lawn Games, Kits and Hotspots.
- Your account must be in good standing (i.e. not blocked due to over the limit fines or over the limit items.)
- Payments on accounts will not be accepted at curbside. Payments may be made online through My Account at ppl.lib.in.us or at the circulation desk during business hours.
- Items may be returned in disposable plastic shopping bags. Loose items must be returned in either the drive-up drop box or the drop box located at our entrance.
- If you are returning the maximum number of DVDs and Blu-rays after 12 noon, you may not be able to use curbside service to pick up more DVDs or Blu-rays until the next day.

Curbside Pickup Step-by-Step

Step 1: Place holds online @ www.ppl.lib.in.us or call the library @ (260) 244-5541. All available items placed on hold by 12 noon should be available for pickup the same day.

Step 2: Once you receive notice you have items available, call the library @ (260) 244-5541.You will be asked for your name, library card number, cell phone number and if anyone other than yourself will be picking up your items.

Step 3: Come to the library during our pickup hours and park in one of our designated spots.

Step 4: Call (260) 244-5541 to let us know you've arrived, and which spot you are located.

Step 5: Have your library card ready and a staff member will bring your items out in a few minutes. If picking up items for others you will also be asked to show your photo ID.