**Chanute Public Library**

**Locker Pickup Policy**

Requests for locker pickup are taken by the main circulation desk (downstairs), during business hours. Requests will be processed in the order received and are subject to locker availability.

Two business hours’ notice is requested for staff to prepare items for locker pickup. Orders for more than 8 items and holds requested by phone may require additional time to prepare.

Fragile or oversized items may not be available for locker pickup.

Due dates are calculated based on the day the items are checked out and placed into the lockers.

Patrons must pick items up in a timely fashion, usually one business day. Items placed in lockers on a Saturday, must be picked up by 8:30 am on the following Monday.

If an order is not picked up in the allotted time frame, an effort will be made to call the patron. If library staff are unable to reach the patron and the patron does not contact the library during that business day to make arrangements, the items may be checked back in and shared with other patrons.

**Locker Policy Approved by Board 6/13/2022**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PROCEDURES - For Information Purposes (to help explain process to patrons)

**How do I request locker pickup?**

* **Place holds normally** (online at seknfind.org or by calling 620.431.3820).
* After your holds are confirmed, **call the main circulation desk at 620.431.3820 during business hours to request locker pickup.** You will be told a locker number and assigned a code (usually the last 4 digits of your main phone number). You will be given an estimate on when your order will be ready to locker pickup. If you have any mobility issues, please alert staff so they can try to place items in a locker easier for you to reach.
* **Come to your assigned locker, enter your code, and pick up your items.**