

Horicon Public Library

Curbside/Vestibule Pickup & Return Policy

Guidelines

- Patron account must be in good standing.
- Patrons picking up for other patrons must be an authorized user on the account.
- Specialty Items, Kits, Library of Things, and Educational Venue Passes are **not** eligible for curbside pickup.
- No payment transaction will take place curbside.
- Returns will be accepted within reason.
- There is no limitation on the number of items at this time.
- A library card and or Photo ID are required as requested by the staff member.

Step-by-Step

1. Place the item(s) on hold in the library catalog or call the Library to place your hold. (920) 485-3535.
2. Once notified via email, text, or telephone call from our automated service, your item(s) are available for pickup, come to the Library during operating hours at least 15 minutes prior to closing.
3. Use the Library's mobile app, Monarch2go, available in the AppStore or on Google Play, to let us know you're coming, and follow the instructions, or:
4. Park on the east side of Elm St. near the entrance from and call 920 485-3535 to let us know you're here and your preference for curbside or vestibule pickup.
5. Library staff will check out your item(s) to your library card and deliver it to the table in the vestibule or passenger window of your vehicle. Please be prepared to show your library card and photo ID.