



KTPL'S CURBSIDE SERVICE FAQs

1. IS THE LIBRARY OPEN?

Yes, but only for curbside service.

2. WHAT IS CURBSIDE SERVICE?

Curbside service is a way for the Library to lend books and materials to the public in a safe way during a public health emergency like the COVID-19 Pandemic. Patrons will be able to place holds on almost all library materials. After you place holds on library materials, Library staff will contact you to make an appointment for you to pick up your materials. Items will be available for pickup outside your branch at your scheduled time. After placing a hold, please allow for several business days for the Library to contact you to schedule an appointment. Pick up times are limited. Please DO NOT come to the Library without an appointment.

3. WHAT IF I MISS MY APPOINTMENT?

If you miss your appointment you will need to reschedule your pickup time, but don't worry, no fines or fees will be charged.

4. DO I NEED A CAR FOR CURBSIDE PICKUP?

No. Curbside service simply means you pick up your books outside of your branch at a designated location. Feel free to ride a bike or walk if you'd like.

5. CAN I COME INTO THE LIBRARY TO BROWSE BOOKS OR USE THE COMPUTERS?

Unfortunately, no. As per the provincial order and for the safety of the public and staff, only staff are permitted in the Library. You can browse books online through the Library's catalogue. To be clear, this also means public computer stations are also unavailable at this time.

6. HOW DO I RETURN MY MATERIALS?

All Library materials can be returned to a drop box at any KTPL branch location.

7. HOW DO I PLACE A HOLD?

You can place books and materials on hold through the Library's online catalogue at kinglibrary.ca using your library card. Alternatively, Library staff are also happy to help you find the books and materials you are looking for over the phone and place the holds for you. Contact your local branch.

8. WHAT IF I HAVE MOBILITY ISSUES AND CANNOT LEAVE MY VEHICLE?

We can place your items directly into the trunk of your vehicle. Please arrange this with us when setting up your appointment.

9. HOW IS THE LIBRARY MAINTAINING THE HEALTH AND SAFETY OF PATRONS AND STAFF? ARE THE BOOKS BEING DISINFECTED?

The contactless curbside pickup model we are using provides maximum physical distancing for the safety of our patrons and our staff. We will also be providing our staff with PPE, such as masks and gloves. While the CDC and other health experts have suggested that the risk of transmission from surfaces to people is very low, in an abundance of caution, all physical materials will be quarantined for 72 hours before being checked back in and re-circulated.

10. HOW DO I KEEP INFORMED?*

The Library is following the orders of the provincial government, and we will continue to keep everyone informed regarding changes and available services as decisions are made and plans are confirmed through the media, our social media platforms and of course, our website: please visit the Library's website to check for updates at kinglibrary.ca.

*Please be advised that service levels are subject to change based on recommendations from public health officials.

Contact us!

King City: 905-833-5101

Nobleton: 905-859-4188

Schomberg: 905-939-2102

Ansnoeveldt: 905-775-8717

The branch phones will be answered from 9 – 5 p.m.
In addition, you can always reach us at info@kinglibrary.ca