

**“Call Ahead for Pickup” at Mono County Library System
May, 2020**

How it works:

- **Place a hold in the online catalog using your library card, or telephone or email your title request to your local Mono County Library.** A link to the catalog and a list of all the branch hours and contact information can be found on the Mono County Library System website:
www.monocolibraries.org
 - If placing a hold online with your library card, please make sure your account reflects your current phone # and email address so we can contact you.
- **Your local library staff member will find the item(s) you would like to request and set them aside for you to pick up.**
 - If you do not have a Mono County Library card, the library staff will help set up a library card account with you over the phone or email and explain how to search and place holds in the online catalog.
 - When your items are set aside for you, the library staff will confirm with you the date and estimated time you would like to pick the items up using the phone # or email listed in your library card account. Items can only be picked up during regular open hours.
 - On the date you are scheduled to pick up your items, the library staff will check them out to you in advance and bundle them clearly labeled with your name.
- **When you arrive at the library at the scheduled date and time, walk up to the entrance of the library. The library staff will place your bundle on a table or a cart directly at the entrance and step back. Retrieve your items and enjoy your reading!**
 - If you are not known to the staff already, you may be asked (from a distance) to confirm your last name and the items you requested.
 - In select instances, the staff may bring your items out to your car and set on your hood or in your trunk. This will be confirmed ahead of time with you directly.
- **When you are ready to return your checked-out item(s), return them to the outside library drop box only.** Do not return directly to the staff or materials pickup station, even if the item has been damaged or is overdue.
 - For the safety of our staff and other library users, it is important that all returns go directly into the drop box chutes found at each library.
 - Staff will pull items from the drop box each day to wipe them down and then set aside in quarantine for 3 days per current CDC/Institute of Museum & Library Services COVID-19 guidelines. On the 4th day, staff will process the materials to make them available for others.
 - If an item has been damaged or is missing a piece, the staff will work with you separately via phone or email to resolve. Overdue fines will continue to be waived during this phase of library service.
- **During this phase of reopening, patrons may only come to the entrance of any library to retrieve items.** No patrons or visitors may enter any library building.

The Library follows the guidance and directives of the County Public Health Officer. Per the [Mono County Library Conduct Policy](#) and the safety of our staff and patrons, the Library expects users of this service to follow the same directives, especially respecting social distancing requirements and the use of face coverings.

We thank you for your patience and cooperation! Contact info on next page >

Mono County Library locations and contact information

Benton

- 25553 Hwy 6 (on the Edna Beaman School campus)
- 760-933-2542
- apatterson@monocoe.org

Bridgeport

- 94 N. School Street
- 760-932-7482
- abridges@monocoe.org or arickner@monocoe.org

Coleville

- 111591 Hw 395 (on the Coleville school campus)
- 530-495-2788
- shatcher@monocoe.org

Crowley Lake

- 3627 Crowley Lake Drive
- 760-935-4505
- dthoman@monocoe.org

June Lake

- 90 West Granite Ave.
- 760-648-7284
- clester@monocoe.org

Lee Vining

- 51710 Hwy 395
- 760-647-6123
- blong@monocoe.org or estrathman@monocoe.org

Mammoth Lakes

- 400 Sierra Park Rd
- 760-934-4777
- mammothlakeslibrary@monocoe.org,