

## Library Take Out FAQ's

### **How do I use the catalog to place items on hold?**

For a tutorial, watch our [YouTube videos here](#)

### **When will my books be ready?**

You will be notified by e-mail or phone when your holds are available for pick up. Please allow up to two days for your items to be processed. Your items will be available for one week beginning on the date listed in our e-mail.

### **My online account says I have Holds *Ready for Pick Up* but there's no bag for me in the Mayer Room; where are my items?**

*Holds Ready for Pick Up* means that we have retrieved the items you requested from the library shelves. Items need to be processed by Circulation staff before they are ready for pick up – we will check the item(s) out to your account (all items circulate for 3 weeks), package in a paper bag, and e-mail you when the materials are *really* ready for pick up.

### **I placed several items on hold but they aren't all in my Take Out bag; why didn't I get all my items at once?**

We make every effort to check out and package all your requests into one order, but sometimes an item can't be found on the shelves or is currently checked out to another patron, so there is a delay.

### **I received the e-mail notification that my items are ready for pick up, how do I know what's in my bag?**

To find out what has been checked out to you for Library Take Out, log into your account <https://howe.evergreencatalog.com> with your barcode and password (the last 4 digits of your phone number) and view Items Checked Out. Or you can reply to the e-mail notification or call the Howe Library circulation desk at 603-643-4120.

### **I received a courtesy email reminder to return something I already brought back, why hasn't the item been checked in yet?**

All materials are being quarantined for 72 hours before check in. If you receive an e-mail reminder about due dates and you have already returned the item, please disregard the notice.

### **What health & safety protocols are in place for Library Take Out?**

Take out hours are strictly enforced so that our service remains contactless. Library staff are available to answer questions via phone or e-mail, but we will not enter the Mayer Room during public access hours. Staff wear masks when handling library materials for Take Out and we ask patrons to wear masks and maintain a 6-foot distance from others

when in the library building. All returned library materials and Take Out bags are quarantined for 72 hours. We are prioritizing the health and safety of library staff so we will be able to continue providing library services during the pandemic.