



Alden Ewell Free Library
13280 Broadway
Alden, NY 14004

What is Walk-Up Service?

Walk-up service is a pilot program to safely get books, movies, and more from the Alden Ewell Free Library.

Please be understanding and flexible as we determine how to best deliver this new service to you.

When Can I Use Walk-Up?

Walk-Up Service will run Mondays and Wednesdays from 9 AM until 4 PM and Tuesdays and Thursdays from 12 PM until 7 PM.

Who Can Participate?

- Anyone with a Buffalo & Erie County Public Library card in good standing (i.e. Fines/Fees \$10 or less and 15 or fewer overdue library items)

What Materials Can I Borrow and Pickup?

- Search the library's online catalog at <https://www.buffalolib.org/books-movies-music> for items you would like to order for walk-up service. Under "Limit Search Results" simply select "Alden Ewell Free Library" to help limit your search results to what is available.
- At this time it is still possible to request items from other libraries; however this is subject to change. Items from other libraries will require more than 24 hours to be ready for pick up and must be requested via the system catalog. Interlibrary holds cannot be requested via the Alden Ewell Free Library's Google form; you must wait for notification that your item(s) are available at the library before arranging for walk-up service for them.
- You may also call (716) 937-7082 for assistance.

How Does Walk-Up Work?

1. Go to <https://forms.gle/KxNqkJU5J1GSVWxj8> to place your order online. If you are unable to submit your order online, call the library at (716) 937-7082. You will need your library card number to place an order for pickup.
 - a. Limit 5 items per library card per day
 - b. Orders will be fulfilled in the order in which they are received. Library staff will require at least 24 hours to prepare your order for pickup.
 - c. You will be contacted (via the email or phone number you provided) once your items are ready and your pickup time will be confirmed. Do not come to the library until you have received confirmation that your order is ready. If it is within an hour of your pickup time and you still have not received confirmation, call the library at (716) 937-7082.
2. If you have items that were placed on hold that are now showing in your account as available at the library, please call us to schedule a pickup time.
3. We are not open for computer use, however, if patrons have **already created** digital documents that they wish to have printed, they can email the documents (as attachments if



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possible) and printing instructions (number of copies, etc.) to aldenfreelibrary@gmail.com and schedule a pickup time by phone or email.

4. Patrons who wish to utilize fax or copy services can call or email to make arrangements.

Walk-Up Procedure:

1. Arrive at the designated date and time.
2. Go to the door of the library (front, street facing or back, handicapped entrance) that you selected for pick-up.
3. Wear a mask or face covering and wait outside until you are sure no one is in the library's foyer area. If there is someone inside the foyer area, step away from the door and wait outside at a socially acceptable distance of at least 6 feet until they leave the area.
4. A staff member, following social distancing guidelines and all applicable health and safety measures, including but not limited to wearing masks, frequent handwashing and/or use of hand sanitizer and gloves, will have left your item(s) in a bag on the table in the foyer prior to your appointed pick up time. The bag will have the library card holder's name on it.
5. You may pick up your materials and leave; if you have any returns with you they may be deposited in the drop box along the side of the building or left on the table for a staff member to pick up.
6. The pick-up table will be disinfected between each patron use.

What If I Am Unable to Walk-Up to the Library?

In extenuating circumstances, if you are unable walk-up to the Library, a staff member can deliver the items to your vehicle. Please request this accommodation when you place your order.

1. While obeying all current traffic laws and restrictions, park as close to the library as possible.
2. Call the library when you arrive and confirm your name as well as your vehicle model and color.
3. Wear a mask or face covering and stay in your vehicle.
4. Pop your trunk or have the passenger side window open.
5. A staff member using social distancing as well as health and safety measures including, but not limited to wearing masks, frequent handwashing and/or use of hand sanitizer and gloves, will place the items in your trunk or car.

Where Do I Return My Items?

1. Items will remain on your account after you return them for a minimum of 96 hours.
2. Returned library items will be quarantined for at least 96 hours to ensure the safety of our patrons and staff. All items will be backdated to the date of their return; materials returned on time will not accrue any fines.



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3. You may return items to the Alden Ewell Free Library book drop, or any open B&ECPL book drop.
4. If you are picking up materials via walk-up service, you may leave returns on the pick-up table for a staff member to retrieve.



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How Do I Pay My Fines?

Patrons can use a credit card to pay fines and fees online 24/7 at www.buffalolib.org by logging into Pay Fines Online with your library card number. MasterCard, Visa and Discover are accepted. A minimum payment of \$5.00 is required. Full or partial payments may be made. Log into My Account to find the total fines and fees due. The total due excludes fines for overdue items that have not yet been returned. If a patron has their exact fine amount and does not require change, they may pay their fine in cash or by check by leaving it on the table when picking up ordered items.