

# Preparing for Curbside Pickup and Filling Local Holds

This document outlines Sierra related processes for items currently on the hold shelf, checking-in items, paging for new holds, and running notices.

Libraries **may** begin to offer curbside pick-up of books and other library materials, only if **all** the conditions laid out in [Emergency Order #28](#) are met.

If your library chooses to offer curbside pick-up services, please send an email to [help@librarieswin.org](mailto:help@librarieswin.org) as soon as possible. Please include the following information:

1. Date your library plans to begin curbside pickup.
2. Date you would like your library's items to become available for patrons to request online.
3. Changes you would like made to your library's print and email hold pickup notice text.
  - Include any library specific phone number or email address for appointment scheduling.
  - The current print/email message is as follows for all libraries:

*The following item(s) are being held for you. Please pick up the item(s) at the library listed below within 7 days.*

WVLS will process requests in the order they are received with attention to the date curbside pickup will begin at your library. You will receive an email confirmation when the changes are complete. **Wait to run paging lists and hold pickup notices until you hear from WVLS that all curbside pickup related Sierra updates have been made for your library.**

WVLS will make the following changes based on information we receive from your library:

1. Make items owned by your library available for patrons to request online.
2. Update your library's location information in the V-Cat catalog to Appointment only.
3. Update your library's print and email hold pickup notice text.

As recommended by the Division for Libraries and Technology to prioritize the safety of library staff and their communities, at this time WVLS is asking V-Cat libraries not to move items from building to building to fill new holds. **WVLS will update paging priority tables to ensure that only available items at your library with a hold pickup location of your library appear on your pull lists.** When building to building sharing of materials resumes, WVLS will share Title and Item Paging lists for things that are requested to be picked up at other libraries.

Detailed Sierra-related instructions that address items currently on the hold shelf, checking-in items, paging for new holds, and running notices will be sent to you.

If you have any questions, please contact Katie via [help@librarieswin.org](mailto:help@librarieswin.org)