Library to offer curbside pickup at three branches starting May 18
Library leaders hope to expand service in coming weeks

COLUMBUS—Columbus Metropolitan Library (CML) will offer curbside pickup at three branches starting Monday, May 18, as part of its planned phased reopening. Those branches are:

- Gahanna Branch | 310 Granville St.
- Hilliard Branch | 4500 Hickory Chase Way
- Parsons Branch | 1113 Parsons Ave.

Curbside pickup will be available Monday-Thursday, 11 a.m.-7 p.m.; Friday & Saturday, 11 a.m.-6 p.m., with no service on Sunday.

Customers who have received notification from CML that they have items ready to pick up at these three locations may do so with curbside pickup. Those who have items ready to pick up at any other location are advised to watch for updates for when additional locations will offer curbside pickup.

CML leaders will closely monitor this process next week with the hope of expanding curbside pickup to other locations later this month and ideally reopening additional locations in June.

Click here for more information about curbside pickup and currently held items.

Curbside pickup will be contact-free and enable customers to drop off materials and pick up reserves. Book Return slots will be available at those three branches during the hours listed above, and returned materials will be handled by staff wearing masks and gloves and will be quarantined for 72 hours, as outlined by the Centers for Disease Control (CDC). There will be no public access into these buildings.

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CML will continue to follow guidelines provided by local, county and state health officials and the Centers for Disease Control and Prevention (CDC).

Digital library resources remain available 24/7 at columbuslibrary.org, including eBooks, eAudiobooks, magazines, movies and music, plus research and learning tools.

During this time of closure, CML has many channels for customers to connect with staff, including:

- **Live Chat**: CML’s live chat feature is a convenient way to get help Monday through Friday from 9 a.m.-4 p.m.
- **Phone Lines**: CML has reopened its phone lines at 614-645-2275 so customers can reach staff members to get the help they need Monday through Friday from 9 a.m.-6 p.m.
- **Reserve an Expert**: Customers can schedule a one-on-one, virtual appointment with a librarian to get help with genealogy, local history, business information, searching for a job or downloading digital content.

The safety of customers and staff is a priority for the library. Follow CML on social media (Facebook, Twitter) and check columbuslibrary.org for updates. Additional changes in operation will be shared as this rapidly evolving public health situation continues to unfold.

CML is grateful to its customers, friends, colleagues and supporters who have expressed their concern and understanding during this uncertain time.

_Columbus Metropolitan Library has served the people of Franklin County, Ohio since 1873. With its Main Library and 22 branches, CML is well known for signature services and programs like Homework Help, Reading Buddies, Summer Reading Challenge and Ready for Kindergarten. The library's Strategic Plan supports the vision of "a thriving community where wisdom prevails," which positions CML to respond to areas of urgent need: kids unprepared for kindergarten, third grade reading proficiency, high school graduation, college and career readiness and employment resources._

_CML was named a 2011 National Medal Winner by the Institute for Museum and Library Services for work in community service, the highest honor for libraries and museums. CML was also named 2010 Library of the Year by Library Journal._

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