

DRIVE-UP Services



Drive Up, Pick Up, Drop Off, and GO!

To minimize your wait time and serve you in the most efficient manner possible, follow these simple directions for **Glenview Public Library Drive-Up Services**.

Vehicle entry to the **Drive-Up Window** and **Book/AV Return Slots** is on Prairie Street.

Picking Up a HOLD at the Drive-Up Window

- When you are contacted that your hold is ready for pick up, call the **Circulation Department** at **847-729-7500** to route your hold item to the Drive-Up Window.
- A hold item **will not be automatically routed** to the Drive-Up Window. A call must be made to the Circulation Department to request pick up at the Drive-Up Window.
- Please allow **one hour to process** your drive-up hold requests.
- Drive up, present your library card, and pick up your hold.

Picking Up Regular Materials at the Drive-Up Window

- Glenview Library patrons may call the **Circulation Department** at **847-729-7500** to request a **maximum of five items** be pulled and routed to the Drive-Up Window.
- Please allow **one hour to process** your drive-up materials requests.
- Drive up, present your library card, and pick up your materials.

Library card registration, payment for fines, renewals, and other full services are available inside the Library at the Circulation Desk.

For security reasons, no money transactions will take place at the Drive-Up Window.

Convenient Drive-Up Book/AV Return Slots are located immediately before the Drive-Up Window.

HELPFUL HINTS

Loan Periods

Three Weeks

Books, Audiobooks, CDs, Playaways

Two Weeks

New Fiction Books, Video Games, Youth DVDs, Nonfiction DVDs, TV Series

One Week

Blu-rays, DVDs, Magazines, Toys & Games, Playaway Views, Rental Books

Late Charges

Blu-Rays, All DVDs, Video Games, Software & Playaway Views: **\$1.50 per day**

Books, Magazines, CDs, Audiobooks, Toys & Games: **\$1.10 per day**

Online Renewal

24-hour renewal service is available through the online catalog **Enterprise**.

- Go to **glenviewpl.org**
 - Click "Catalog" on the left-hand side
 - Click "Log in" at the top of the catalog home page
- You will need your library card barcode and password to access online renewals

Email Notification

You have the option to receive email messages for the following reminders:

- A hold is available for pick up
- A courtesy reminder 3 days before an item is due
- A reminder when an item is 2 weeks overdue

To register your email address:

- Go to **glenviewpl.org/eReminder.html** and follow the prompts.
- You will need your library card barcode and password for activation

Failure to receive a reminder or notice of any kind does not waive your responsibility for timely return of materials or fines incurred.

