

Curbside Pick-Up

General Information & Pick-Up Procedures

Pick-Up Hours:

Monday-Thursday 10:00 a.m. - 2:30 p.m.

General Information:

- In order to reserve and pick up items, you must be in good standing and have an active card with the library
- A patron may only have up to 5 holds at a time
- Only books, DVDs, CDs/Audiobooks may be checked out
- All items will have a 3-week loan period, including DVDs
- To request an item, you may use the [Place a Hold](#) function on our [catalog](#), e-mail the library at library@bellavistaar.gov, or call us during pick-up hours at 479-855-1753.
- **The library will notify you when your items are ready. Just because you have placed a hold does not mean that your materials will be immediately ready. Please wait until you have been notified by the library to come pick up your materials.**

Pick-Up Procedures:

- Our pick-up process works much like a standard drive-thru
- After the library has notified you that your request is ready, you may drive up to the library and under the awning
- You may temporarily park in this area to pick up your request from the outside tables
- Only one patron at a time may approach the table to retrieve their bag
- If a library staff member is putting new requests on the table or another patron is at the table, we ask that you remain in your car until they are gone
- Each bag is labeled for the patron who requested it. Look for your name and the last 4 digits of your library card number attached to your bag. You don't want to take the wrong one!
- You may pick up your request anytime between 10:00 a.m. - 2:30 p.m. Monday – Thursday
- After you have been notified that your request is ready, you have until the Thursday of that week at 2:30 p.m. to pick up your bag
- After Thursday at 2:30 p.m. of each week, all requests not claimed will be checked in and re-shelved
- You are responsible for the materials checked out to your account.
- All returns MUST be placed in the book drop, NOT on the tables
- We are unable to accept donations at this time