

Union County Public Library Curbside Assistance

Curbside assistance will be offered to patrons who want to check out materials, but do not want to leave the safety of their vehicles. Items can be placed on hold over the phone or online before visiting one of our libraries.

Days: Monday - Friday

Times: 9:00 am – 4:00 pm

Curbside delivery is limited to 10 items.

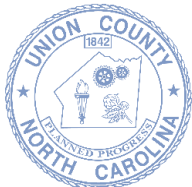
Book and AV return drop boxes will available for returns.

Using Curbside Assistance

- Place items on hold at least 24 hours in advance.
- Wait until you have been notified that the item(s) you requested are available. (Note: items placed on hold together are not guaranteed to be ready for pickup at the same time.)
- When you arrive at the library, please park in the designated parking spot and call (704) 283-8184
 - Extension 1 for Monroe
 - Extension 2 for Marshville
 - Extension 3 for Indian Trail
 - Extension 4 for Waxhaw
- Please let the library staff know you're picking up your holds and provide the staff with your name and library card/account number or driver's license number.
- Provide the staff your make, model and color of vehicle, and pop your vehicle's trunk.
- Library staff will bring you your items and place them in your trunk. If you're unable to shut your vehicle's trunk, you may ask the library staff for assistance.

Services not offered through curbside:

- Donations are currently suspended until further notice.
- New card registration. Apply online at our website.
- Item renewals (service provided over the phone or online)
- Library account renewals (please call or email)



- Retrieving any material not previously placed on hold.

Other curbside services:

Copying, faxing, or scanning documents with less than five pages for free.

- When you arrive at the library, please park in the designated parking spot and call (704) 283-8184
Extension 1 for Monroe
Extension 2 for Marshville
Extension 3 for Indian Trail
Extension 4 for Waxhaw
- Please let library staff know what type of service you need (copying, scanning, faxing.)
- Wait in your car for a staff member to come out and assist you.

Phone Services Available

- Library staff will be able to place materials on hold
- Update Accounts (temporarily six-month extension)
- Reset PIN
- Take debit or credit payment for damage material(s) or late fees (before COVID-19)

