

Deliver on  
expectations with

**convenience.**

## How can you pivot to meet needs?

The COVID-19 pandemic has caused disruptions to every aspect of your library, including staffing, library services offered, and basic circulation activities. As your staff members have adjusted, your users have also been learning how to take advantage of library resources without unnecessary risk. And while the pandemic has accelerated the shift to electronic resources, many users still prefer or require print.

How can you provide physical materials without overburdening your already stressed staff or putting their health at risk? Many libraries have started offering curbside pickup options, but planning and implementing a homegrown solution can be a logistical nightmare. Without a centralized and easy way to organize and communicate, you could create more work for staff and frustration for users.

## Give users choices and show your value

CapiraCurbside empowers your library to easily connect users with print resources and other materials without requiring entrance to your building. This mobile solution integrates with your ILS and lets you effectively communicate with your users about when materials are ready and with how they can pick them up. Best of all, users can schedule a pickup time that's convenient for both them and your staff.

This seamless interaction keeps your pickup information in one place, removes the burden of back-and-forth communication with individual users, and lets staff focus on other critical library services. When you're able to offer library users choices about how to get the services and resources they need, you demonstrate the value of your library to your community and stakeholders.

**CapiraCurbside** is a simple curbside pickup solution that integrates with a library's ILS to efficiently manage distribution of materials. It meets community expectations with a convenient option to get the resources people need when and how it makes sense for them, without adding work for library staff.

# Meet changing **community needs** and **expectations.**

Your library has a community to support, especially during challenging times. With CapiraCurbside, you can continue to provide the print resources and other materials they need with a contactless option that doesn't overburden staff, so they can focus on **making breakthroughs possible.**

**Contactless experience.** Give staff and library users peace of mind with a true contactless pickup experience that's quick, efficient, and convenient. Users can share which vehicle they'll use for pickup and even where in the car they'd like their items to go, such as the back seat or trunk or wherever else you choose to make available.

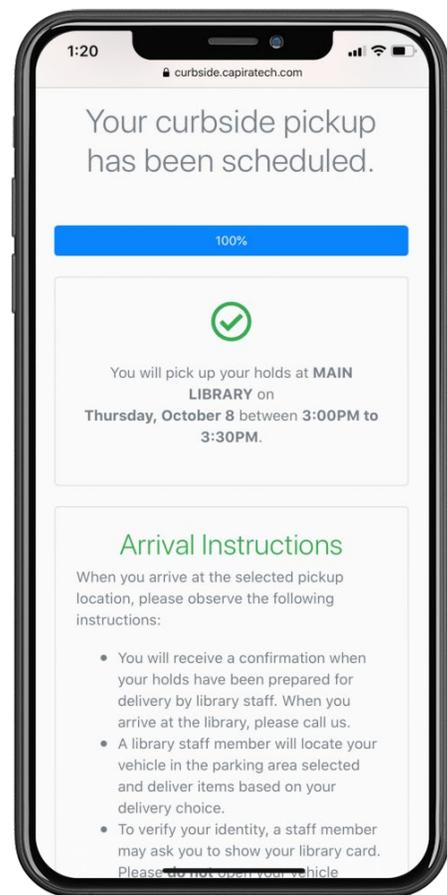
**Pickup customization.** Your library can provide different delivery and pickup options for each location, including walk-up, which users select through the mobile interface before they arrive. To keep staff from getting overwhelmed during popular times, you can also limit the number of reservations and control when you offer pickup service.

**Convenient scheduling.** Library users can request text alerts when their items are ready and reminders before their scheduled pickup. And they can only schedule pickups when their items are ready, reducing frustration once they arrive.

**Built-in analytics.** Showcase your library's value by reporting on your volume of reservations, the most popular pickup times, and more. And use this data to make more informed decisions as circumstances shift.

## **BEST USE OF TIME**

Library users can only schedule a pickup time through CapiraCurbside when their items are ready. This saves staff from wasting time searching for materials that aren't yet available, and it keeps users from leaving empty handed.



## **Visit [oclc.org/curbside](https://oclc.org/curbside) to learn more.**

Find out how CapiraCurbside can support your library's staff, request a quote, and more.

**Because what is known must be shared.®**

