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BiblioTech to Offer Curbside Pick Up/Drop Off for Digital Devices

Devices include 150 new internet hotspots available for checkout.

When BiblioTech branches closed in response to Bexar County's Stay Home/Work Safe Order, staff remained committed to curating digital content and providing online assistance for new and existing users. However, in the background, working behind the scenes, they were developing a plan to bring much-needed internet hotspots and tablets back into circulation.

As a result, beginning on Tuesday, April 21, BiblioTech branches will begin to provide curbside service for patrons to pick up/drop off tablets and internet hotspots for use at home. Existing hotspots in inventory will be complemented by an additional 150 units to accommodate the increased need our community faces for digital solutions.

"Ever since we introduced internet hotspots in 2017, they have been in demand – with users signing up weeks in advance to bring one home. Now with the COVID-19 pandemic closing schools and businesses, it has emphasized the need to bridge the digital divide more than ever," stated BiblioTech Director Laura Cole. "Whether it is parents turning to online education for their children, employees using their homes as offices, or people looking for employment, this proves the internet isn't just for entertainment anymore, it is a necessity."

Though the checkout process will be different than what regular visitors are used to, patrons can expect to borrow tablets and hotspots for three weeks, and will need to bring an ID to check out devices. To make a reservation, patrons should call the BiblioTech branch they would like to check out a device between 9 a.m. to 11 a.m. – with curbside service only available from 11 a.m. to 1 p.m. at all branches. Phone numbers for branches are: BiblioTech East, 210-631-0230; BiblioTech South, 210-631-0180; BiblioTech West, 210-631-0190.

All patrons must wear a facial covering that covers their nose and mouth, in accordance with the new executive orders from both the City and County to participate in the curbside program. Patrons are also expected to follow all directions given to them by BiblioTech staff – which include staying within the designated social distancing marked spaces.

All devices will be sanitized as per usual protocol before returning to use and employees will be provided with personal protective equipment and hand sanitizer to reduce the chance of community spread COVID-19 cases.

Available for free to all Bexar County residents, BiblioTech registration for membership is available 24 hours a day, seven days a week at <https://bexarbibliotech.org/>. Once registered, users have access to thousands of e-books, movies, music, magazines, skills training, and more – located under the apps tab.

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