

# Smart Locker Pickup

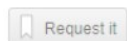


## Pick Up Items 24/7 in Our Smart Lockers

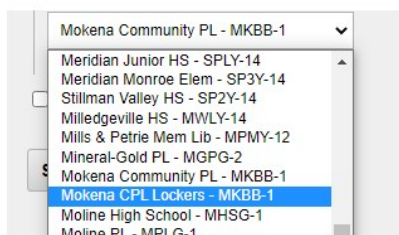
Patrons can choose to pick up items inside our building from the hold shelf, curbside pickup, or in our smart lockers at the main entrance.

## How do I get my items sent to the locker?

Log into [your library account](#). Choose your items to request.



When you choose where you want to pick up the item, select Mokena CPL Lockers as the pickup location.



Once your hold is placed successfully in the catalog, you will be notified when your item is ready for pickup in the lockers.

You can also select locker pickup in the PrairieCat mobile app.

Download from the Appstore

Download from Google Play

## Do I have to pick up *always* in the lockers *or* in the building? Or can I do both?

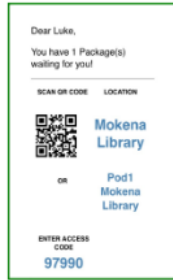
It is up to the user's discretion to choose locker pickup or in the building pickup. If you place the holds yourself, you get to choose for each item. If you call us directly, we will default to in-building pickup holds, so if you'd like locker pick up when you call us, please specify.

## How long will items be waiting for me in the lockers if I can't get there right away?

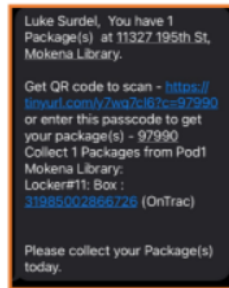
We will hold items in the lockers for 6 days and then return them to the owning library, same as in-building holds.

## When I go to pickup my items in the locker, how do I get them out?

You will receive an email or a text depending on your settings when the item is ready for pickup in the locker. You will use the numerical access code or the QR code to scan when you get to the locker drop box. Lift the flap protecting the screen and use the code to release your item(s). Close the door and you're done!



Text notification



Email notification

## Smiota App

You can also choose to download the locker pickup app, called Smiota! This will allow you to walk up to the lockers and retrieve your items with even greater ease.

Download from Google Play

Download from the Appstore

## Troubleshooting

If you have any difficulties with locker pickup or would like a staff member to help you, please contact staff at 708-479-9663 for assistance. Thank you for your patience and for trying our locker service!