

FAQS

- + How do I update my library account?

Update your library account with current e-mail.

- + What is my unit number?

Unit # = Library Barcode Number

- + How long can an item be in the locker?

7 calendar days

- + Are there any items I can't pickup from a locker?

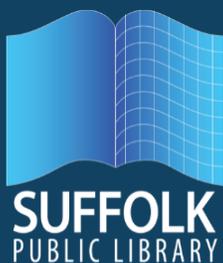
Any larger, oversized items may not fit in the lockers. Staff will contact you if an item does not fit and coordinate alternative options.

- + Please contact the library with any questions about using the lockers, requesting items, or setting up notification options via email.

Phone: 757-514-7323
Website: www.SuffolkPublicLibrary.com

- + Please contact Luxer Lockers with any questions about accessing the locker, retrieving an item from the locker, issues with the Luxer App, etc.

Phone: 415-390-0123
Email: Support@luxerone.com
Website: www.luxerone.com



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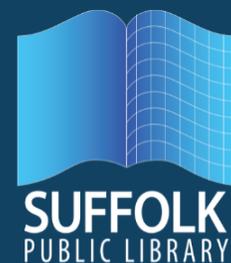
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HOW TO USE LIBRARY LOCKERS

@ Morgan Memorial and Chuckatuck

01 PLACING A HOLD

When placing a hold on an item, select Lockers at Morgan or Lockers at Chuckatuck.



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When placing a hold on an item, select Lockers at Morgan or Lockers at Chuckatuck.



CHECK OUT

Library Staff will check out the item to the library account before being placed in the locker.

02



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03 NOTIFICATIONS & ALERTS

When the item is available, a notification will be sent by e-mail from support@luxerone.com.



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When the item is available, a notification will be sent by e-mail from support@luxerone.com.



24/7 AVAILABILITY 04

The item will be held in the locker for 7 Calendar Days with 24/7 accessibility.



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The item will be held in the locker for 7 Calendar Days with 24/7 accessibility.

05 PICKING UP HOLDS

Visit the designated locker and use the notification QR code or access code to retrieve the item. The locker door will open automatically. Please close the door once you have retrieved all of the items.



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