

Curbside Pickup FAQ

When does curbside service begin?

Starting Tuesday, December 15 the library will move from 'grab and go' to curbside only. The exception is the Data Resource Center. They will stay open at 50% capacity for 1 hour only appointments.

What time can I pick up my items?

Beginning on Tuesday, December 15, Curbside Pickup will be available **Tuesday through Saturday, 9 am to 4 pm**. Library will be closed December 25 and January 1. The library will close at 1pm for curbside on December 24.

Who can pick up my items?

Anyone may pick up your items, **but they must present your Rec Card**. Staff will not release items to those without a Rec Card.

How do I reserve items?

You can reserve most titles online <https://catalog.scwlibrary.com/> or over the phone [623-544-6130](tel:623-544-6130). Requests are limited to 10 items per customer at a time. There is no fee for this service.

What if I have items on hold but do not feel comfortable using the curbside service?

Your name will stay on the hold list but if after 3 days from when we call to let you know your hold is available we will check the item out to the next person on the hold list and move your name down so when we open the library you will be first on the hold list.

What if I no longer want to check out the items I have on hold?

Please call [623-544-6130](tel:623-544-6130) and we can remove the item from your hold or you can do remove your hold online at <http://catalog.scwlibrary.com/>.

How does Curbside Pickup work?

1. Reserve your items [online](#) or over the phone [623-544-6130](tel:623-544-6130).
2. Once your items are ready you will be notified by phone. You may then pick them up **only during Curbside hours**. You do not need to call ahead or book an appointment.
3. When arriving, follow the posted signs to find the designated pick up area at the main entrance to the library.
4. **STAY IN YOUR CAR** and one of our staff members will approach your window from a safe distance to ask you for your Rec Card number.
5. When they return with your items, please open the back of your vehicle so the staff member may safely place your items inside.

Where do I return items?

You may only return items via the Book drop boxes, which have 24 hour access. All items will be placed in quarantine for 72 hours before being placed back on shelves. Puzzles and Magazines can be returned to table near the book drop.