

## **Spokane Public Library Curbside Hold Pickup FAQ**

**Updated: June 30, 2020**

### **HOLDS PICK UP**

#### **How do I schedule curbside pickup for my items?**

1. Place items on hold using our [online catalog](#).
2. Receive a notice from the library that your holds are ready.
3. Visit [spokanelibrary.org/curbside](http://spokanelibrary.org/curbside), call (509) 444-5333, or download the Spokane Public Library app to schedule your pickup time.
4. Select date and time at the location where your holds are available
5. When you pull into the designated parking spot, a library employee will place your items on the ground or curb in front of your vehicle.

#### **How will I know my items are ready for pick up?**

You will receive an email or phone notification, based on the preference selected in your account.

To support social distancing efforts, libraries offering curbside pickup are operating with very limited staff. Wait times for holds placed online may be longer than usual.

#### **What hours can I schedule curbside pickup?**

Visit [spokanelibrary.org/curbside](http://spokanelibrary.org/curbside) to choose an available time slot at the library where your materials are located.

#### **Will curbside pickup be available at all locations?**

Curbside Pickup is available at all locations except STA Plaza and the 24/7 Library.

#### **How do I schedule a pickup at NorthTown?**

Pull into one of the six marked parking spots outside the entrance near Buffalo Wild Wings and call (509) 444-5414. A staff member will then bring your materials to you. Curbside pickup at this location is available from 11am to 4pm.

#### **Is walk-up or bike service available?**

You may walk-up or use a bike for curbside pickup, but please remain in your

designated parking spot while staff deliver materials to the curb and maintain 6-foot social distance.

**Can I pick up items on the weekend?**

Curbside pickup will be available Monday through Friday.

**What if I have holds at STA Plaza?**

Call 509-444-5333 to have your holds transferred to another location that offers Curbside Pickup.

**Do I have to check out my materials?**

Staff will check your materials out for you.

**How are materials sanitized?**

All returned items will be isolated/quarantined for 72 hours after being returned. The item will still show on your account for at least 3 days after leaving in the book drop. We do not charge late fines.

**What materials are available for pickup?**

All materials except Library of Things are available for pickup.

**Can I reserve Library of Things item?**

No, not at this time.

**What if I have holds at the STA Plaza?**

Call 509-444-5333 to have your holds transferred to another location that offers Curbside Pickup.

**When can I return my items I've had since before the closure?**

Book drops are open at all locations except STA Plaza.

**I returned my items days ago, but they are still listed on my account.**

All materials are being quarantined for at least 72 hours after return. Rest assured they will be checked in soon and we never charge overdue fines.

**I don't want to pick up my holds, but I don't want to go to the bottom of the queue, can you help?**

We can suspend your holds until you are ready. Call 509-444-5300 and provide the date the suspension will begin and the reactivation date.

**Can I place new holds and pick them up?**

Browse our catalog at [spokanelibrary.org](http://spokanelibrary.org) and place your items on hold using your library card number and PIN. When you receive a notice from the library that your holds are ready for pickup, you can schedule a time to pick up your holds.

### **What are you doing to protect customers and staff?**

The contactless curbside pickup model provides maximum social distancing for the safety of our customers and our staff. Staff will use gloves and cloth face coverings in accordance with Spokane County directives and CDC guidelines. All returned physical materials will be quarantined for 72 hours.

Customers and staff should not approach one another and maintain a six-foot social distance. This may feel uncomfortable but is necessary to provide a safe, contactless pickup service. If another customer is at your pickup cart, please remain in your vehicle until the previous customer has departed.

## **COVID-RELATED QUESTIONS**

### **Why are you using masks/offering service when hospitals can't get enough PPE?**

Library staff worked hard to sew our own masks for staff use. The masks used are not hospital-grade PPE but are recommended by the CDC and the Spokane Regional Health District.

### **Are you going to sanitize my holds before I pick them up?**

Library materials have been isolated for many weeks and will only be handled by staff following safe handling procedures and wearing appropriate PPE. Returned items will be quarantined for 72 hours.

## **DONATIONS**

### **Can I donate my books to the Library now?**

The Library is not able to accept any book or seed donations at this time and we are unable to advise on book donation alternatives.

## **VISITING THE LIBRARY**

### **Does this mean I can visit the library now?**

All Library locations remain closed. Curbside service is currently being piloted. Do not visit any location unless you have received notice that your materials are available and have scheduled a pickup appointment.

### **When will the Library re-open to visitors?**

Libraries are listed in Phase 3 of the governor's reopening plan. The date for that phase has not yet been determined. When we do reopen, there will be additional measures in place to ensure safety – such plastic sleeves over computer keyboards and increasing distances between computer terminals.

### **Can my child just use the restroom?**

Unfortunately, we cannot provide any building access to members of the public for any reason.

## **SERVICE QUESTIONS**

### **When will Outreach Delivery resume?**

Outreach service has been suspended indefinitely due to the vulnerable populations it serves.

### **I don't have any holds to pick up, but I really need something to read.**

Please visit our Digital Library at [spokanelibrary.org/digital](http://spokanelibrary.org/digital) to explore a range of audiobooks and eBooks, as well as magazines, newspapers, and much more. Or place a physical item on hold in our catalog and once it's ready, schedule an appointment to pick it up curbside.

## **PROGRAMMING**

### **Are you going to be running kids summer programs?**

All summer reading kids programs will be conducted virtually. Sign up for summer reading at [spl.northwestreads.org](http://spl.northwestreads.org) and see our calendar for virtual events.

## **ACCESS TO TECHNOLOGY**

### **Can I just come in and print one thing? Or check my email? Or use a computer.**

Unfortunately, we cannot provide any building access to members of the public for any reason.