

HOLDS PICKUP SERVICE FAQ

Q: Why do I need an appointment?

A: Our primary concern is to maintain social distancing and keep everyone safe, which is why we've set up appointment slots for all patrons.

Q: I placed a hold on an item showing as available at Central but I've yet to receive a notification that is available for pick up?

A: The library has been closed since March 13th and in that time we have accumulated a very large list of items that need to be pulled and processed. It may take longer than normal for us to process your holds. We will send you an automated notification once your items have been processed.

Q: Can items be shipped from other branches?

A: Since we have expanded our pickup service to Merritt, items showing as available at Central and Merritt will be pulled to fill holds.

Q: I received an automated notification saying my items are available for pick up at one of the branches (Dr. Huq, Merritt, Port). What do I do?

A: Unfortunately we are unable to change the message on our automated telephone system. You can pick up your holds at Central or Merritt location. Please call to schedule a pickup time: 905-688-6103 x 210

Q: I was issued a temporary 90 day membership. Can I place holds on physical materials?

A: Yes you can! Please note you can only check out 5 items at a time.

Q: What can I do to prepare for holds pickup?

A: If you have library materials on hold, here's what we recommend:

- Switch your pickup location to CENTRAL or MERRITT
- Cancel any holds that you no longer want.
- Change the status of any holds you're not ready for to "suspended". This will make sure that you keep moving up the queue, but don't potentially get flooded with all of your holds at once.

Q: I have materials to return from another branch location. Can I wait until my home branch opens the book drop?

A: Thank-you for keeping our materials safe while we were closed. You can now return your materials to Central's parking garage, Dr. Huq and Merritt's book drops 24 hours a day.

Q. Will I have fines if I don't return my items once the return boxes are open on June 1st?

A: Items checked out before the Library's closure on March 13th now have a due date of June 30, 2020. No fines will accrue during this period.