

# Library Curbside Pick-up FAQ

Last updated: October 21, 2020

## How many items can I request at a time?

We are currently limiting requests to **5** active requests per AUArts library patron due to demand and COVID-19 forced restrictions on library services.

## How do I request items?

Visit our [How to Request Library Items for Curbside Pick-up Help U page](#) for step by step instructions. Email us if you have any questions: [library@auarts.ca](mailto:library@auarts.ca).

## How soon can I pick-up my books after I request them?

Available library items requested by NOON Thursday will be made available for pick-up the upcoming Friday at 8am, through the following Thursday until 3:30pm, via curbside pick-up through the AUArts Bookstore. Please wait for email notification to determine when your item(s) will be available for pick-up. Most email notifications will be received by Thursday for pick-ups available that week, **Friday**.

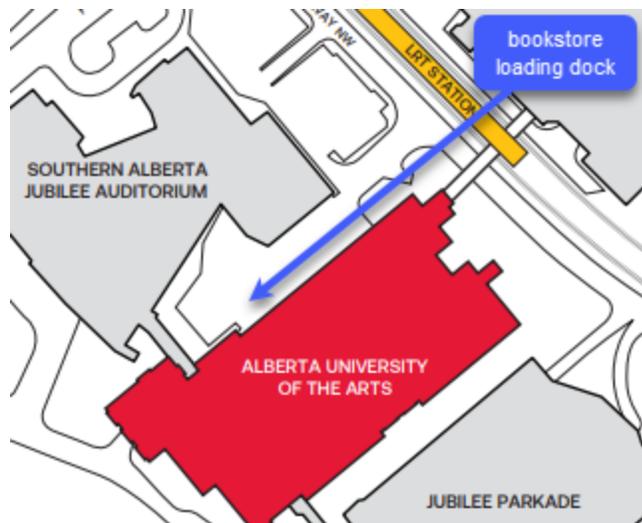
## Is there a charge for not picking up my items?

Requested items NOT picked up by 3:30pm on the following Thursday (6 days after email notification) will be charged a \$5/item processing fee.

## Where do I pick-up the items?

You can pick-up your items via curbside with the Bookstore. There is no need to call ahead of time to arrange anything. You do however need to use the Bookstore's **loading dock entrance**, located on the north side of the building, straight across from the train station. It's between our fire lane (in the alley of ceramics and sculpture) and the Jubilee loading dock (see map below).

The bookstore is open Monday to Friday 8am to 4pm, just call 403-284-7663 when you've arrived, and someone will come out to meet you and pick-up books.



### **Where do I return the items?**

You can return your items via curbside with the Bookstore. See the above answer.

### **Who do I contact if I have questions?**

Please contact [library@auarts.ca](mailto:library@auarts.ca) if you have any questions.