



As of Tuesday, June 30, 2020

What Fort Worth Public Library locations are offering Curbside Pickup?

- Central
- Diamond Hill/Jarvis*
- Ella Mae Shamblee
- East Berry
- East Regional*
- Golden Triangle
- Meadowbrook (formerly eSkills)
- Northwest*
- Northside
- Ridglea*
- Riverside
- Seminary South*
- Southwest Regional*
- Summerglenn*
- Wedgwood

What time can I pick up my items?

Curbside Pickup will be available at the designated locations Tuesday-Friday 10:30 am – 6:30 pm and Saturday from noon-5 pm.

Who can use Curbside Pickup?

Curbside pickup will be available for current library card holders whose account is in good standing. If you have a balance due, you must pay before you can pick up any held items. For the safety of our staff, we will not be able to process payments at curbside and you will be asked to pay your balance separately from the curbside service. You can do this [online](#) by logging in to your account via the Fort Worth Public Library website.

*Can we also go inside?

Only the seven locations listed above and indicated with an asterisk* are open for limited, walk-in service. These locations require face coverings while inside the building, limit the number of occupants inside and will scan all guests' temperatures prior to entering the facility. Patrons are limited to one hour inside the facilities each day and are encouraged to use express check out via self-service kiosks.

How does Curbside Pickup work?

- You can reserve available titles by placing a hold [online](#).
- You can also request a specific book or other material by calling and ask staff to pull a specific book for you. You can check availability by checking the online catalog [here](#)).
- Hold requests are limited to 25 items per customer at a time. There is no fee for this service.
- You will receive a hold confirmation by email to call and schedule your curbside pickup time
- You may then call the Library to schedule a pick-up during **curbside hours only**.

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When you call to schedule your pickup, you will be given a window of time for your pick up later in the day. Once your pickup time has been determined you'll be asked to provide your name, library card number, make/model/color car, and preference for where staff place your materials when you arrive to pick up (trunk or back seat). If you are having someone else pick up your materials please indicate that during your call as well.

When you arrive to pick up your Library materials:

- Pull in to the parking lot and drive up to the designated table.
- A staff member will meet you outside with your materials in a bag.
- **STAY IN YOUR CAR** and one of our staff members will approach your car to confirm your ID (library card or driver's license) through the window. Once confirmed, they will place the bag in your backseat or in your trunk, depending on your preference.
- We'll keep your hold for ten (10) days. If not picked up, it will be canceled and made available to our next customer.

Who can pick up my items?

Anyone may pick up your items, **but they must present your library card or your driver's license in order to pick up your items.** Staff will not release items to those without one of these two identification options.

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

Please call the Library where you requested to pick up your hold and ask to speak to a staff member. They can help you cancel your hold or change the pickup location.

When are my items due?

Items checked out prior to the Library closing for COVID-19 on March 13 are due on June 30, 2020. Any items checked out once the Library reopens for curbside pickup will be due three weeks (21 days) after checkout.

Where do I return items?

You may return items via curbside and return items through the book drop at curbside locations only. All items will be placed in quarantine for 72 hours before being placed back on shelves. Please allow 72 hours before your account will show your items as returned.

I returned my items, but my account says they are not checked back in yet.

In order to ensure the safety of our staff and customers, we are placing all returned items into quarantine for 72 hours before checking them in. Your items should be marked returned shortly after that time period.

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What are the safety precautions your staff is taking?

All staff members are required to wear a face mask and will practice social distancing from other staff members and members of the public during the curbside service. Staff will also wash their hands before and after each interaction with a customer's materials. All items checked back into Fort Worth Public Library during this time will be placed in a 72-hour quarantine before being placed back on shelves.

What if I don't have a car, but still want curbside pick-up?

We are offering walk-up service at all five curbside pickup library locations. See "**How does Curbside Pickup work?**" above. Once you have scheduled your pick-up time (and let them know during your call that you will be walking up), you can drop by the Library any time during your pick-up window. Staff will be looking for you and when you arrive they'll greet you (from at least 6 feet away) and go inside and grab your materials. They will then bring them outside and leave them on the sidewalk. They will then walk away and you can step forward and pick up your bag.