

CURBSIDE PICKUP INFORMATION

Will all CML locations offer curbside pickup? When will my library open?

Customer and staff safety is our primary goal. The following locations offer curbside pickup:

- **Canal Winchester Branch*** | 115 Franklin St.
- **Dublin Branch** | 75 N. High St.
- **Gahanna Branch** | 310 Granville St.
- **Hilliard Branch** | 4500 Hickory Chase Way
- **Karl Road Branch** | 5590 Karl Rd.
- **New Albany Branch** | 200 Market St.
- **Northern Lights Branch** | 4093 Cleveland Ave.
- **Northside Branch** | 1423 N. High St.
- **Parsons Branch** | 1113 Parsons Ave.
- **Reynoldsburg Branch** | 1402 Brice Rd.
- **Shepard Branch** | 850 N. Nelson Rd.
- **Southeast Branch** | 3980 S. Hamilton Rd.
- **Whetstone Branch** | 3909 N. High St.
- **Whitehall Branch** | 4445 E. Broad St.

*Hours for Canal Winchester Branch pickup service are Monday-Saturday, 11 a.m.-3 p.m., with no service Sunday.

We hope to open more locations in the coming weeks. Curbside pickup is available at all branches listed above (except Canal Winchester) Monday-Thursday, 11 a.m.-7 p.m.; Friday & Saturday, 11 a.m.-6 p.m., with no service on Sunday.

I have items that I want to return. When and where can I return them?

You may return items through the Book Return slots 24/7 at all of our open locations beginning June 29. **NOTE:** Book Return slots will not be available at our Hilltop or South High branches, as both are undergoing renovation.

Returned items will be quarantined for a minimum of 72 hours prior to being checked in and made available to other customers. If you or a member of your household is ill, please do not return items at this time.

I received a notification that my items are ready for curbside pickup. How does this work?

- Please visit the branch during our open hours and look for the curbside pickup signs in the parking lot.
- Have your library card number ready and call the phone number on the sign.
- Call the number and staff will give you instructions for contact-free pickup of items.
- If you have walked to the library, a staff person will direct you on how to retrieve your items while ensuring safe social distancing.

How can I see the items I have on hold?

Log in to your [account](#) at columbuslibrary.org. You can also request staff assistance by visiting columbuslibrary.org/contact.

What should I do if I no longer want the items being held for me?

Contact staff to assist by email, chat or phone by visiting columbuslibrary.org/contact.

What if I want my held items, but not right now?

If you have a hold at an open location, the expiration date is displayed in your account. If you do not pick it up by that date, we will remove it from the holds shelves. You may then place a new request.

If you have a hold at one of our closed locations, items will be held until those locations open. Please contact staff to assist by visiting columbuslibrary.org/contact.

I have items waiting for me at a closed location. How do I transfer them so I can pick them up at one of the open locations?

At this time, we are unable to transfer items that are currently waiting for you to pick up at a different location. We plan to have curbside pickup in place at many of our locations in the coming weeks, so you may be able pick up your items soon. Thank you for your patience.

Can I place holds on items now?

Yes. Continue using our website and app to place new requests. You can also download eBooks and other digital content at columbuslibrary.org.

Please note: When you reserve an item for curbside pickup, while an item may show up as available at another location, delivery from other locations to curbside locations will be delayed. You'll begin to see materials moving between branches as we open more branches.

Also, when you return an item, we quarantine it for a minimum of 72 hours to follow CDC guidelines, and due to the volume of returns we are receiving, it will take longer for your items to be checked in and removed from your account.

Thank you for your patience as we reopen our locations while keeping safety of staff and customers a priority.

The expiration date on my holds is longer than I remember.

We've doubled the length of time we are holding items for you to ensure you have time to pick them up safely.

The website is allowing me to request more titles than before.

We've temporarily doubled the number of items you can request from 37 to 74 total items.

I am maxed out on the items I can check out at one time. Will you be checking in my items immediately so that I'm able to check out my reserves?

We've temporarily increased the checkout limit to reduce the possibility of the limit being reached.

However, if you have returned items, we will hold them for 72 hours before checking them in to ensure they're safe to use for other customers.