

Curbside Pickup

Important Updates:

We expect to reopen E.J. Pratt Library, with some restrictions, on Monday, September 13th, 2021.

We will be discontinuing our Curbside Pick Up Service this week. The last date to pick up requested materials is Thursday, September 2nd between 11am-3pm. All materials not picked up by 3pm on Thursday September 2nd will be removed from users' library accounts.

Summer Pick Up Hours:

Tuesday-Thursday, 11am-3pm (excluding holidays).

For questions regarding curbside, please email: [curbsidepratt \[at\] vicu \[dot\] utoronto \[dot\] ca](mailto:curbsidepratt@vicu.utoronto.ca). We are also available through our [Live Help](#) chat service (Monday - Friday from 11 a.m. - 1 p.m., excluding holidays).

Ordering Items

- Search the [UTL Catalogue](#) to find your item(s). *Please note that you must now log into the new Library Search system in order to see when a curbside request is possible.*
- Click on "Get Help" to make a request.
- If an electronic copy of the item is available via the [HathiTrust Emergency Temporary Access Service](#) (ETAS), a link to the ETAS will be given. Please note: to access Full Text, you must log in with your U of T credentials.
- If not, select "Request Curbside Pickup" and follow the prompts.
- An automated message will tell you when your request is received.
- **Only arrive after staff have contacted you directly with a date and time to pick up your request.**

Picking Up Items

- **Bring your TCard, and/or a piece of government issued photo ID, and the confirmation email.**
- Gently knock on the front doors. If no one responds, please phone the front desk (**416-585-4470**).
- Show your TCard to a staff member through the window.
- Wait at the bottom of the steps while staff retrieve your order.
- Items will be bagged and set outside the front doors.
- Once staff have reentered the library you may pick up your bagged items.
- Items not picked up within 5 business days will be discharged and reshelved.

Restrictions

- Service exclusively for U of T students, faculty and staff.
- Max 10 items per request.
- **Requested items MUST NOT be in HathiTrust.**
- **Unavailable for curbside:** checked out books, reference books, pamphlets, periodicals, a/v material, course reserves, special collections, media devices.

FAQs

What types of items can I request?

You can request most circulating items that are not found in HathiTrust. Some exceptions apply.

Can requests be made in person or by phone?

Not at this time. All requests must be made through the [UTL catalogue](#).

Will washrooms and water fountains in the library be available when I pick up my items?

No. This will not be permitted until the library reopens to the U of T community.

Can my request be picked up by someone else on my behalf?

Yes, but on the following conditions:

1. You must indicate this in the Notes field when making your request through the UTL catalogue.
2. The person picking up on your behalf must show staff a letter or email as proof that they are authorized to pick up your items. The letter or email must be accompanied by the requester's TCard (or government-issued ID).
3. The person must also present their photo ID upon arrival.

If you're in quarantine, you can have someone else pick up the book for you, but that person must be free of COVID symptoms, and have had no contact with anyone diagnosed with COVID in the past 14 days. Alternately, we **may** be able to hold your request until your quarantine is over. Please contact us asap if this is the case.

How long do I have to pick up my books?

You have 7 business days to pick up your books. Keep in mind that the curbside service will be closed on weekends and holidays. Refer to our website for curbside hours.

How do I cancel a request?

Contact us by email: [curbsidepratt \[at\] vicu \[dot\] utoronto \[dot\] ca](mailto:curbsidepratt@vicu.utoronto.ca) or by phone: 416-585-4470.

Can I place a hold on a book?

No. There are no holds or recalls on books during curbside pickup services.

Where can I return items?

All items signed out from Pratt Library must be returned to the outside book drop slot, which is located next to the accessible ramp at the front entrance of the library.

Will the library be supplying bags for curbside requests?

Yes. Library staff will package your items in paper bags for you to pick up.

If you choose to bring your own bag, please be aware that staff will not be handling personal items, as this is a contactless pickup service.

Contact us

If you need additional help you can contact us in the following ways:

Phone: 416-585-4470 (during business hours)

Email: [curbsidepratt \[at\] vicu \[dot\] utoronto \[dot\] ca](mailto:curbsidepratt@vicu.utoronto.ca)

*For [Emmanuel College Library Curbside Pickup](#) please contact: [john \[dot\] kutcher \[at\] vicu \[dot\] utoronto \[dot\] ca](mailto:john.kutcher@vicu.utoronto.ca)

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