

## Child Resource Center Lending Library Curbside Service FAQ

### Who can use curbside pick-up?

Curbside pick-up is available for CRC library members. Call 949-724-6721 or visit [yourirvine.org](http://yourirvine.org) to join.

### What are the hours of curbside pick-up?

Curbside pick-up is offered Monday through Thursday from 12 - 5:30 p.m. Pick-ups are available in the CRC lobby from 5:30 - 6 p.m.

### How do I reserve items?

You can reserve material using the online catalog found at [cityofirvine.org/crc](http://cityofirvine.org/crc), use your membership number to login and “reserve”. No password is needed. [Click here](#) for additional instructions. If you need assistance reserving items, please call the CRC.

### What if I cannot decide what items to reserve?

For specific requests on a certain topic or based on your child's age, please call the CRC and we are happy to assist you.

### How many items can I check out at one time?

You may select up to eight items at a time with a maximum of two educational toys (ex: one educational toy and seven books).

### How will I know when my reserved items are available pick-up?

After reserving your items, please wait for an email confirmation before heading to the CRC to pick up your material. If you are unable to pick up your items on the day you receive your notification, please call the CRC.

### Do I have to wait for the notification that my items are available before coming to the library?

Yes. Please wait until you receive an email confirmation that your items are ready for pick up. We are a small library and will do our best to accommodate all orders in a timely manner.

### Who can pick up my items?

Any designee may pick up your items; however, they must give staff the name on your membership account to pick up your items.

### How long can I keep library materials?

Materials may be borrowed for the regular loan period of two weeks.

### Where can I find my membership number?

Your membership number is highlighted on your **New Membership Information for the Child Resource Center** email you received when your membership was purchased.

**What if I no longer want to check out the items I reserved?**

You may cancel your reserved items by logging in to your library account or calling the CRC for assistance.

**How do I renew items?**

Call the CRC to renew items. Books are eligible for renewal.

**How can I renew my membership online?**

To check on the status of your membership, login to your [yourirvine.org](http://yourirvine.org) account or call the CRC for assistance.

**Where do I return library materials?**

You can return library materials in the bin provided in the curbside area during curbside service hours, 12 – 5:30 p.m., Monday through Thursday. Please call the CRC when returning items to the outdoor bin. Items dropped off after 5:30 p.m. can be returned to the bin in the CRC lobby.

**Can I come inside the building to browse and select items?**

Yes, walk-ins are welcome, subject to availability. Appointments are recommended for in-person services. Call 949-724-6721 or email [childcare\\_office@cityofirvine.org](mailto:childcare_office@cityofirvine.org) to schedule an appointment during CRC hours of 12 - 6 p.m., Monday through Thursday.