

Specialty Checkouts

Quick Guide

From Your Library,
Step-by-Step

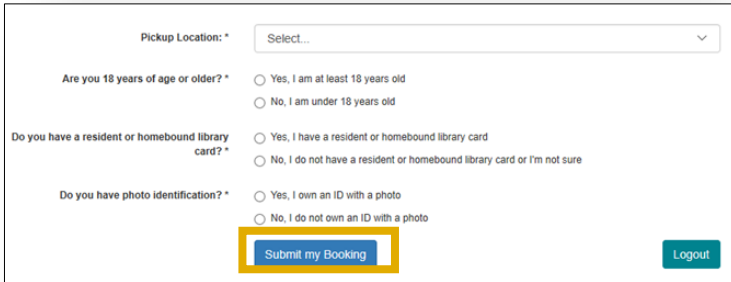
Check out laptops, projectors, WiFi,
telescopes, and more!



What You Need to Know Before Making a Reservation

- You must have a current email address to make a reservation.
- The minimum amount of time from now until you can pick up an available item is 4 days. The maximum amount of time a reservation can be made in advance is 90 days.
- You may have 2 active Events/Reservations at a time, but you may only check out 1 of each item at a time. You may make up to 12 reservations per year.
- To pick up your item, you must be at least 18 years of age, and have less than \$7.50 in fines on your library account. You can only check out items if you have a 'resident'-type library card.
- Your checkout time will be a maximum of 7 days from your reservation pickup date. **There are no renewals or extensions.**
- Your item hold will expire 48 hours after your reserved pickup time. If the hold expires, this is considered an abandoned hold and after 3 abandoned holds, you will be suspended from using SCO services for 3-months.
- Items must be checked in at the service desk. Please do not place these items in the book drop. If items are not returned to the service desk 3 times, you will be suspended from using SCO services for 3-months.
- If you return an item 7 days late 3 times, you will be suspended from using SCO services for 3-months.
- If you wish to reserve 2 items in one reservation, the same pickup time, date and location will be applied to all items in that reservation. Otherwise, you can place a separate reservation for each item.
- Laptops come with a Mobile Internet Hotspot. If you have a laptop reservation and a Mobile Internet Hotspot reservation at the same time, your Mobile Internet Hotspot reservation will be cancelled.
- **The person making the reservation must be the one picking up the item. They must present a valid Photo ID when picking up the item.** Anyone can return the item at the desk.

Next, select the location where you wish to pick up your item, and answer a few questions.



The screenshot shows a web form for booking. At the top, there is a dropdown menu labeled "Pickup Location: *" with the text "Select..." and a downward arrow. Below this are three sets of questions, each with two radio button options:

- Question 1: "Are you 18 years of age or older?*" with options "Yes, I am at least 18 years old" and "No, I am under 18 years old".
- Question 2: "Do you have a resident or homebound library card?*" with options "Yes, I have a resident or homebound library card" and "No, I do not have a resident or homebound library card or I'm not sure".
- Question 3: "Do you have photo identification?*" with options "Yes, I own an ID with a photo" and "No, I do not own an ID with a photo".

At the bottom of the form, there are two buttons: a blue button labeled "Submit my Booking" which is highlighted with a yellow rectangular box, and a teal button labeled "Logout" to its right.

Click **Submit my Booking** and your order will be complete.

That's it! You will see a booking confirmation message. It will also be emailed to you.

Canceling a Booking

To cancel a booking, use the **"To Cancel this Reservation"** link in your confirmation email. Reservations cannot be edited, but they can be cancelled.

Things to Remember

Your item hold will expire 48 hours after your pickup time. So if your pickup time is 10am Monday, your hold will expire at 9:59 am on Wednesday. You must pick it up by this time.

Your checkout time will be a maximum of 7 days from your reservation pickup date.

If you have any questions or need to speak with a human, call us at 1-888-861-7323.