

Holds-To-Go FAQs

1. Can I change the pickup location of my existing requests to Seymour-Hannah?

Yes. Please email info@myscpl.ca or phone us at 905-688-6103.

2. Can I place new holds for pickup at Seymour-Hannah?

Yes. You may select Seymour-Hannah as a pickup location for new holds. Please wait for your notification before attempting to pick up your holds.

3. My online account says that a hold is ready for pickup. Can I go to Seymour-Hannah for pickup?

Pickup is only available after you receive your email/phone notification. Processing occurs prior to delivery. Items may appear available on your account, but are not yet delivered to the lockers. Once you receive your email/phone notification, your items have arrived at Seymour-Hannah and are ready for pickup.

4. What items are available for pickup at Seymour-Hannah?

Most of our collections are available for pickup at Seymour Hannah. Some of our non-traditional collections will not fit in the lockers. Materials that cannot be requested for pickup at Seymour-Hannah include: Telescopes, sports & leisure, and memory kits. All other materials can be requested for pickup at Seymour-Hannah.

5. How many items can I pick up in a locker?

The number of items that can be picked up at Seymour Hannah must follow our [loan periods](#). If all materials do not fit in a single locker, additional lockers will be assigned to you. The screen will prompt you to open each locker.

6. Can I return my items to Holds-to-go?

Yes, there is a return bin. Returns are collected from the bin once a day (Mondays to Saturdays) and are not checked in immediately. If any item limits are reached on your account, returns must be processed before opening a locker to checkout more of that item type.