

Bookstore FAQs : Supporting Remote Learning

Q: How will students return rental texts or sell books back?

A: Students are asked to mail their rentals back to the bookstore. The bookstore provides free shipping labels to all rental customers. Students wishing to sell books back can do so through the bookstore's websites – for detailed rental and sellback instructions please visit [this link](#)

Q: If a student is unable to ship their rentals, is there an in-person service available?

A: In collaboration with campus officials to facilitate end-of-semester textbook rental returns, the SRJC Bookstore will offer drive through rental returns to the public with limited hours from Wednesday, May 20th – Monday, June 1st. Anyone coming to campus must follow [SRJC's social distancing protocols](#).

- Santa Rosa Campus: From May 20th –June 1st, 2020, the Bookstore will be accepting textbook rental returns from **10:00AM – 2:00PM**. The drive through will be located in Burbank Circle, where a team member will greet you and check in your rental(s). Students should enter the Santa Rosa campus from the Mendocino Ave. entrance and proceed to the check in area, and then exit on Elliott Ave.
- Petaluma Campus: From May 20th –June 1st, 2020, the Bookstore will be accepting textbook rental returns from **10:00AM – 2:00PM**. You will need to park in one of the designated “bookstore” curbside pick up parking spots located on Academic Drive – once you have arrived call 707-778-4119. A team member will meet you at your vehicle and check in your rental.

Q: I missed the curbside rental return. How can I return my rentals?

A: If you have physical possession of your rentals, you can return to the bookstore using the free FedEx Ground return labels. For detailed rental return instructions please visit [this link](#)

Q: How will students obtain course materials for the summer semester?

A: Students can order their course materials through the bookstore's websites: [Santa Rosa Campus Website](#) -- [Petaluma Campus Website](#), and we will ship directly to our students. We are offering FREE GROUND SHIPPING on domestic orders over \$100, restrictions apply.

Q: If a student orders textbooks and supplies online, will there be an option for curbside pickup?

A: Curbside pickup for the Bookstore will be available starting June 1, 2020 Monday - Friday 9am -4pm. Once the online order confirmation email is received, students will need to bring a valid photo ID/Student ID and order confirmation number/email. Detailed pick up instructions will be emailed to the student when their order has been confirmed.

Q: Will the bookstore have a curbside order/pick up option for students that are unable to use the website?

A: Yes, starting June 1, 2020, the bookstore is providing curbside pickup for students Monday - Friday 9am -4pm. Students should contact the bookstore to place their order, a team member will take the order and inform them when their order will be ready for pick up. Please call the Santa Rosa bookstore at 707.527.4321 option 3 and a team member will assist you with your order. Petaluma students please call 707.778.4119.

Q: Can students call the bookstore and order books and supplies?

A: Students can call the Santa Rosa bookstore at 707.527.4321 option 3. Petaluma students please call 707.778.4119. A bookstore team member will take the order and ship items directly to our students. For hours and contact information please visit the bookstore's websites ([Santa Rosa Campus Website](#) -- [Petaluma Campus Website](#))

Q: I have an account in the bookstore to pay for books and supplies. Can I use my account online?

A: Some bookstore accounts will be available to use online, however, students will need to check with the source of the aid to see if their account is available online.

Q: My bookstore account is not available online. How can I use my aid to buy books and supplies?

A: If your account is not available online please call the Santa Rosa bookstore at 707.527.4321 option 3. Petaluma students please call 707.778.4119 to place your orders using your aid. A team member will take your order and ship your items directly to the student.