

We are so excited to begin Contactless Pickup of Ridgefield Library Materials.
Here's what you should know:

1. Who Can Use Contactless Pickup?

- Anyone with a Ridgefield Library Card or a CT Library card registered with the Ridgefield Library can use our Contactless Pickup service.
- If you don't have one, Ridgefield Residents can [Get A Library Card](#) online.

2. How Do I Make a Request for Materials?

- Start at our [Online Catalog](#), where you can search for items and place requests. Have your Library Card handy. If you need help finding an item, please email
 - Adult Services: ReferenceDesk@ridgefieldlibrary.org
 - Teen Services: TeenServices@ridgefieldlibrary.org
 - Childrens Services: Children@ridgefieldlibrary.org
- When your item(s) are ready for pickup, you will receive an email or phone call to schedule a Pickup Window. Please do not schedule a Pickup Window until you have received notification that your item(s) are ready.

3. How Do I Schedule A Pickup Window Appointment?

- A Hold Notification sent to your email lets you know you have item(s) ready for pick up. The email directs you to the library website to schedule a Pickup Window appointment.
- Schedule a [Pickup Window appointment](#) that is most convenient for you!

4. How Will Pickup Work?

- Arrive at the Library during your scheduled Pickup Window.
- Approach the building at the Main Level Sliding Glass Door Entrance next to the parking lot.
- Wear a mask per [Town of Ridgefield Consumer Guidelines](#)
- Maintain 6-foot social distance spacing while in line.
- Enter the Lobby area one person at a time and pick up the paper bag with your Last Name. The Last Name matches the name on the Library Account used to place the request. Items are in brown paper bags for privacy and to keep items safe.
- Leave the Lobby immediately to allow the next person to pick up their materials.

5. What If I Miss My Pickup Window?

- Only arrive for your scheduled Pickup Window. Your items will not be available outside the scheduled time slot.
- If you miss your Pickup Window, please reschedule your [Pickup Window appointment](#) as soon as possible.

6. Are Library Materials Safe?

- All items returned to the Library are quarantined for 72-hours per CDC and CT State Library recommendations. Library staff are wearing masks and practicing proper sanitary procedures when handling items in the collection and preparing Pickup Bags.
- Please DO NOT wipe Library materials with sanitizing solutions or wipes; this will damage the materials. Time is the best method for sanitizing Library materials.

7. When Can I Return Items?

- Return items only on weekends, Saturdays and Sundays, to the Outdoor Bookdrop Slot. There are no fines or late fees at this time.

8. Can I Return Items When I Arrive for My Pickup Window?

- Do not leave returns or donations in the Pickup Lobby area or outside the building. The Bookdrop Return is open only on weekends, Saturdays and Sundays, to allow for a 72-hour quarantine of materials. This safe step is being taken to protect the public and staff.

9. What If I have something on Hold at the Library since March?

- We will contact you by phone or email if you have items waiting for you.
- If you'd still like these item(s), you can then schedule a convenient [Pickup Window Appointment](#)