



## Same-Day Curbside Pickup

*Please know that this service is subject to change.*

### **How to Schedule Pickup (beginning Tuesday, September 8<sup>th</sup>) -**

Please call us at **608-729-1790**.

#### **When to call:**

**Mondays - Thursdays 9:00 am - 7:00 pm**

**Fridays & Saturdays 10:00 am - 4:00 pm**

#### **Please know:**

- Curbside is for same-day pickup ONLY.
- Only items that are **currently waiting for you on the hold shelf** can be pulled for pickup.
- Have your library card number ready.
- If you do not reach us on the first try, please call again. Orders must be placed directly with staff, and cannot be arranged over voicemail or email.
- Pickup can be requested once per day.
- Please allow 1 hour after your call to process your order.

### **Hours for Pickup -**

**Mondays - Thursdays 10:00 am - 8:00 pm**

**Fridays & Saturdays 11:00 am - 5:00 pm**

### **Returning Materials -**

Returns will be accepted during these times ONLY through the drive up book drop:

**Mondays – Thursdays 8:00 am - 8:00 pm**

**Fridays & Saturdays 9:00 am - 5:00 pm**

**Book drop may be closed early if the drop is full.** Returned items will be quarantined for up to a week before they are checked in.

We are NOT taking donations at this time.



## **New Services -**

### **Fall Reading Challenge: September 1 - November 30, 2020**

Fall For Reading this autumn and join one of our reading challenges for all ages! Broaden your reading horizons and earn a chance to win awesome prizes. Register today or sign in with your existing [Beanstack](#) account to get started!

### **Library Card Application Online:**

Library cards are still available during the building closure, and your new card will work at all libraries in the South Central Library System.

- Our online card application is [available here](#). Please complete the form, and a member of the Fitchburg Library staff will contact you within a few days.
- If you have any questions about your Library account or issues with the form, please feel free to email us at [fitchburg.circulation@fitchburgwi.gov](mailto:fitchburg.circulation@fitchburgwi.gov), or call the Circulation department at 608-729-1761.

### **Kindles & Rokus:**

Kindles and Rokus are available for check out through our curbside pick-up service! Please call **608-729-1790** during curbside hours to check availability, and to set up a time for pick-up.

- Please check out [our list](#) of some of the current book titles available on our Kindles.
- During the building closure, Kindles and Rokus should be returned to the drive-up book drop.

### **Grab Bags:**

Submit an online form to request grab bags for [kids](#) and [adults](#)! A librarian will pick out items available on our shelves just for you based on your interests.

- Please wait to call and schedule a curbside pickup for these items until you have received notification that your items are on the hold shelf for you.
- Please allow at least 72 hours for your request to be processed.

### **Printing:**

We are happy to now offer printing services. If you have document(s) that need printing, please send them as an attachment to [library.reference@fitchburgwi.gov](mailto:library.reference@fitchburgwi.gov) with any special printing instructions (double sided, color, etc.) and include your first and last name and library card number.

- The documents will be printed within 72 hours of receipt.
- Once your items are printed you will be notified by email and you can call **608-729-1790** during our curbside pick-up hours to arrange pick up.
- We strongly recommend that you do not print materials with private information such as Social Security numbers, driver's license numbers, bank account information, routing numbers, medical information, passport numbers, or passwords since they will be accessible to anyone once they are placed outside our doors.
- We are not responsible for any materials that are placed outside of the library.