



## Same-Day Curbside Pickup

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

### **How to schedule pickup (beginning Monday, November 21<sup>st</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:**

- Face masks are required when picking up curbside orders.
- Social distancing should be maintained with other patrons and with staff who are placing books out for pickup.
- Curbside is for same-day pickup ONLY.
- Pickup can be requested once per day.
- Items that are **currently waiting for you on the hold shelf** can be ready for pickup within 1 hour.
- Items that are **available in our library** can be ready for pickup within 2 hours. *(Please see page three for instructions on how to determine availability.)*
- Orders need to be picked up within 2 hours.
- 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.

### **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 through our drive-up book drop, 24 hours a day, 7 days a week.

**Book drop may be closed 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 -**

### **Winter Reading Challenge: January 1 - February 28, 2021**

Ring in the New Year with our new 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.



## **How to see if Fitchburg has an item in LINKcat -**

In order to better serve you when you call, you can check [LINKcat](#) ahead of time to see if we own the item, and if it is available.

When you look up an item and click on it to open the item record, you can scroll down to see a list of the libraries that own the item.

For example, if you were looking for the DVD *Harvey*, you would see that our copy is currently **checked out**:

<i>Library</i> ▼	Location	Collection	Call number	Availability
Belleville Library	Adult	DVDs, Feature	HARVEY	Available
Cross Plains Library	Adult	DVDs, Feature	DVD HARVEY VINTAGE	Available
DeForest Library	Adult	DVDs, Feature	HAR	Available
Fitchburg Public Library	Audiovisual	DVDs, Feature	DVD HARVE	Checked out
LaValle Library	Adult	DVDs, Feature	DVD HARVEY	Available
Madison PL-Central	Storage, Ask Staff For Help	DVDs, Feature	Harvey DVD	Available

However, if you were looking for the book *Spells & Scones* you would see that our copy is **available**:

<i>Library</i> ▼	Location	Collection	Call number	Copy number	Availability
Fitchburg Public Library	Adult, 1st Floor	Mysteries	MYS CATES		Available
Middleton Library	Adult, Main Level	Mystery Paperbacks	Ca MY PB	Magic#6	Available
PCPL-Stevens Point branch	1st Floor	Mystery Paperbacks	PB Mystery Cat		Available
Wis. Rapids - McMillan Library	Adult	Mystery Paperbacks	C		Checked out

If you do not see Fitchburg on the list, then we do not own the item, but it can be ordered for you by placing it on hold.

<i>Library</i> ▼	Location	Collection	Call number	Copy number	Availability
Adams County Library	Audiovisual	DVDs, Feature	DVD Fast	3386	Available
Baraboo Library	Adult	DVDs, Feature	DVD FAS		Checked out
Black Earth Library	Adult	DVDs, Feature	Fas	1	Available
Cross Plains Library	Audiovisual	DVDs, Feature	DVD FAST		Available
LaValle Library	Audiovisual	DVDs, Feature	DVD FAS		Available
Lodi Library	Adult	DVDs, Feature	FAST		Available

**Please click the following link if you would like a walk through on doing a basic search in LINKcat: <https://help.linkcat.info/searching>**

**Not sure what you want to read next? Submit our online Reader's Advisory form to get recommendations from our librarians: <http://fitchburgwi.gov/FormCenter/Library-3/Readers-Advisory-96>**