

## **Red Wing Public Library Book Drop, Phone Service, and Curbside Library Materials Pickup Information for Patrons**

At this time, although the library is not fully open to the public, we are pleased to be able to offer library material curbside pickup by appointment for our patrons. All information about how to use this service is available below.

### **Library Phone Service Hours**

The library is open to the public at this time by appointment only. However, library staff will be answering the telephone and returning voicemails and emails Monday - Saturday.

The best number to call for library questions or assistance is (651) 385-3673.

Monday: 7:00 AM - 5:00 PM  
Tuesday: 9:00 AM - 6:00 PM  
Wednesday: 9:00 AM - 5:00 PM  
Thursday: 9:00 AM - 6:00 PM  
Friday: 9:00 AM - 5:00 PM  
Saturday: 10:00 AM - 12:00 PM  
Sunday: Closed

### **Library Book Drop Service Hours**

The book drop is now open for returns 24/7! You may return library materials through the book drop, located at the East Avenue entrance, at any time. Although we are sanitizing the book drop handle twice daily, we do recommend patrons use gloves to open and close the book drop door. We also ask that, when returning materials, patrons practice social distancing if others are also returning materials.

Library materials may only be returned through the book drop at this time. If you are not comfortable returning items through the book drop, you may keep them at home with you. Please note that until we are fully open, when you return an item to us it will be checked in as of the day before we closed: March 27, 2020, thus eliminating any fines or fees accrued since then.

### **Library Curbside Pickup Hours**

When your requested library materials are ready to be picked up, library staff will call you and arrange a pickup time during the following hours. Curbside pickup is **BY APPOINTMENT ONLY**. You **MUST** schedule an appointment with library staff to pick up materials.

Monday: 7:00 AM - 8:30 AM  
Tuesday: 9:00 AM - 6:00 PM  
Wednesday: Not available  
Thursday: 9:00 AM - 6:00 PM

Friday: 3:00 PM - 5:00 PM  
Saturday: Not available  
Sunday: Closed

## **Curbside Pickup Information and Frequently Asked Questions**

### **How do I reserve materials for pickup?**

You may now place holds through the [online library catalog](#)! You may also call us at (651) 385-3673 to make requests. If you have questions about how placing holds, please feel free to call us any time during our telephone hours of operation.

### **How many items may I request at a time?**

Online holds are limited to 20 items per library card. We also ask that each patron limit themselves to 10 DVD/Blu-rays inside of this 20 item limit.

### **What items can I place on hold?**

Delivery between SELCO libraries is now available! You can place any items (books, movies, audio books, etc.) on hold that are requestable in the [online catalog](#) - patrons are no longer limited to placing requests for only Red Wing Public Library materials. However, some items are limited to local requests only at their home libraries, and some public libraries and all school libraries are still closed, so their items may not be available at this time. To check that a particular item is available for request, you can check its status using the [online catalog](#), or you can call us at (651) 385-3673.

### **How long does it take for materials to come from another library?**

If the item requested is checked in at its home library, it usually arrives in 2-4 business days. Since this novel coronavirus can live on surfaces for up to 72 hours, all materials arriving from other libraries will be quarantined for at least three days after their arrival (this will be longer if the fourth day falls on a weekend). Currently, we're estimating 5-8 business days between request placement and checkout availability.

### **What about library materials that are checked out to other patrons? Can I place those on hold?**

You may place holds on materials that are checked out. However, please be aware that all due dates on all checked out library materials will continue to be extended for the duration of the closure, which means there is no solid time frame on when a checked out item may be returned. The book drop is open, so it is possible that checked out items you have placed on hold will be

returned. If they are, you will be contacted when they are ready for pickup to schedule a curbside appointment.

### **What is my library card number and PIN?**

You will need both of these to place holds using the [online catalog](#). Your library card number is the 13-digit number on your library card (this number appears on both the large wallet card and the key chain card). The default PIN is the last four digits of the phone number we have on record for you, although you may have chosen to change your PIN. You won't need your PIN to request items right now, but you will need it if you would like to check your list of checked out items online.

### **My library card number and/or PIN aren't working. What do I do?**

Call us at (651) 385-3645, and we'll help you figure it out! There are a number of things that might be happening - an updated PIN or an expired library card are two common login problems.

### **How long will it be before my materials are ready for pickup?**

Materials that are checked in and available at our library will be pulled and packaged for pickup in one to two business days. This is an estimate - we are limited due to restrictions put in place to address COVID transmission, and the speed at which items are ready for pickup is dependent on how many items other patrons are requesting. You will be contacted by phone when you have items ready for pickup.

### **How do I know when my materials are ready to be picked up?**

A library staff member will call you to let you know your items are ready and to schedule a time for pickup. Library materials may only be picked up with a scheduled appointment.

### **How frequently may I pick up materials?**

We ask that each household pick up library materials only once every week. Since we must limit the number of pickups each day to ensure patron and library staff safety, this will help make it possible for everyone who wishes to use curbside pickup to be able to do so.

### **What if I just picked up library materials, but something I placed on hold comes in for me?**

If you know that items are in transit for you when we call to schedule a pickup appointment for materials we have ready already, you may choose to wait to schedule your pickup until the in transit items have arrived.

### **What if I don't want to come into the library to browse and choose materials?**

If you usually just browse the library to see what books to find, you can ask library staff to choose materials for me. For children's and teen reader's advisory, fill out [this form](#), and for adult reader's advisory, fill out [this form](#). You can also call us and ask for recommendations.

We also have online a number of [recommended reading lists](#). You might find something you'd like to read on one of them!

### **Once I have scheduled an appointment for curbside pickup, what do I do?**

Once you get to the library, park in one of the 15 minute spots outside the 3rd Street entrance (this is the Sheldon side of the library). Please remain in your vehicle and call us at (651) 359-3660 and let us know you are here for your scheduled pickup. A library staff member will bring your bagged materials out and set them on the pickup table. You may roll down your window so our staff can confirm your name and say hello, but please, remain in your vehicle. Wait in your vehicle until the library staff member has re-entered the building, and then you can pick up your bag of materials, head home, and get reading!

### **How do I pick up my materials if I don't have a vehicle, or usually walk to the library?**

Once you get to the 3rd Street side of the library, stay at a safe distance - 6 feet or more - away from the bus shelter and any patrons parked in their cars. Call us at (651) 359-3660 and let us know you are here for your scheduled pickup. There will be a marked line on the sidewalk - when the library staff member comes outside with your library books, it is essential that you stay behind this line until the library staff member has left your bagged materials for you and re-entered the building, and then you can pick up your materials, head home, and get reading!

### **Can I pick up materials on the East Avenue / post office side of the building?**

No. Curbside pickup is only available outside the 3rd Street entrance. Library staff are able to badge into this door, ensuring as little contact with outdoor surfaces as possible, which keeps us all safer.

### **What if I'm walking by the library during the curbside pickup hours and know what book I want? Can I pick it up?**

Unfortunately, to help keep our patrons and staff safe and healthy, we must ensure that there are only a few people picking up at one time, which means you need to make an appointment for curbside pickup. Feel free to call the library at any time to place materials on hold - we will let you know when they are ready for pickup and schedule a time for curbside pickup with you.

### **There are a lot of rules to remember. What if I forget some of them?**

Don't worry, we'll help you remember and give you lots of reminders each time we talk to you. Please understand, however, that if any patron chooses deliberately not to follow the curbside pickup service rules, then we will be unable to provide this service to those patrons. Our primary concern is the safety, health, and well-being of our patrons and our library staff, and we will do everything we can to keep our community safe.

### **How do I return library materials, including those I checked out before the closure?**

The book drop, located at the East Avenue entrance, is now open 24/7! We ask that all patrons please help us maintain a safe book drop. Although we are sanitizing the book drop handle twice daily, we do recommend patrons use gloves to open and close the book drop door. We also ask that, when returning materials, patrons practice social distancing if others are also returning materials.

If you are unable to fit an item through the book drop, please take it home with you and get in touch with us to see what arrangements can be made. No fines or fees will accrue on any library materials during the closure. Please, please do not leave any library materials outside on the library sidewalk.

### **What if I have a scheduled curbside pickup time? Can I return my books directly to a librarian at that time?**

Since we are doing everything we can to protect our patron and staff health and safety by providing no-contact curbside service, all library materials will need to be returned through the book drop, located on East Avenue. Please feel free to return your books to the book drop before or after you utilize the curbside pickup service. This will also help to promote social distancing, as returns and pickups will happen on two separate sides of the library building.

### **I returned my library materials yesterday, but I still see them on my library card. Why?**

Since this novel coronavirus can live on surfaces for up to 72 hours, all returned items are being held and quarantined for three days before library staff are able to check them in and make them available to other patrons. No late fees or fines will accrue on library materials during this time.

### **What if I don't have a library card and I would like to use the library's curbside pickup?**

Unfortunately, at this time, there is no way for staff to safely interact with new patrons. If you do not have a library card and have access to a tablet, smartphone, or other electronic device with Internet access, you may apply for an instant card through our eBook app, Libby. If you have

questions about how to do this, please feel free to call us at (651) 385-3673 or email us at [rwpl@selco.info](mailto:rwpl@selco.info).

**What kind of safety measures are library staff taking inside the library when they prepare my requested library materials?**

All staff are required to wash their hands immediately upon entering the building, and are masked at all times inside the building. When delivering curbside materials, all library staff wear gloves and masks. All items that are returned or delivered to the library are quarantined for at least three days before being checked in and made available. Although there is no way for us to truly sanitize a book without destroying it, we are being extremely cautious, per CDC and Minnesota Department of Education guidelines, in allowing enough time to pass between possible physical contact with our materials that the coronavirus will have plenty of time to expire.

**I don't feel well, am quarantined due to exposure, or have tested positive for COVID-19 and have library materials checked out. What should I do with them?**

Stay home and quarantine your library materials at home with you until your doctor has told you it is safe for you to leave your home. No late fees or fines will accrue on your library materials. Rest and get well!

**I have more questions. How do I get in touch with you?**

You can call the library at (651) 385-3673 at any time the library is staffed (see our hours, above), or you can leave us a voicemail by calling (651) 385-3645. You can also email us at [rwpl@selco.info](mailto:rwpl@selco.info) with any questions, comments, or concerns, and a librarian will return your message as soon as possible.

Thank you to our patrons and our Red Wing community for your patience, support, and kindness as we all adjust to our new normal, and we look forward to serving you as we all move forward together.