

## Using the Library

### What should I expect when I visit the Ridgefield Library?

We are happy to welcome you to the Library. The health and safety of our community and staff is our primary concern and our most important service priority. Library service is designed to maintain recommended health protocols. These safe steps are being done in accordance with local, state and federal guidelines.

### Library services available during this phase:

- Borrowing of books, audiobooks, movies, CDs, and magazines
- In-person reference and reader's advisory services
- [Customized Book Bundles created for you by our Librarians](#)
- [Contactless Lobby Pickup of Requested Materials](#)
- Use of public computers, fax/scanner, microfiche reader and copiers
- The Library will continue to offer virtual programs, access to digital materials, and reference and reader's advisory services by phone or email or online

### What are the Library's hours?

- Monday through Thursday: 10am to 8pm
- Friday: 10am to 6pm
- Saturday: 9am to 5pm
- Sunday: 1pm to 5pm

### Phone & LiveChat Service:

- Available during the Library's open hours
  - Adult Services: 203-438-2282 ext.12004
  - Children's Services: 203-438-2282 ext.12002
  - Circulation Department: 203-438-2282 ext.12003
  - Teen Services: 203-438-2282 ext.11004

### Virtual Services:

- Email our Staff:
  - Adult Services: [ReferenceDesk@ridgefieldlibrary.org](mailto:ReferenceDesk@ridgefieldlibrary.org)
  - Children's Services: [Children@ridgefieldlibrary.org](mailto:Children@ridgefieldlibrary.org)
  - Circulation Department: [CirculationDesk@ridgefieldlibrary.org](mailto:CirculationDesk@ridgefieldlibrary.org)
  - Teen Services: [TeenServices@ridgefieldlibrary.org](mailto:TeenServices@ridgefieldlibrary.org)
- LiveChat
- The [Digital collection](#) is open 24/7

### **What measures is the Library taking to keep patrons safe?**

The Library is taking numerous precautions to protect the health and safety of staff and patrons:

- Requiring unvaccinated patrons to wear masks that cover nose and mouth at all times while in the Library, regardless of vaccination status, per the Town of Ridgefield. [Masks must conform to current CDC recommendations.](#)
- Masks are optional for fully vaccinated patrons.
- Requiring ALL patrons regardless of vaccination status aged 2 and older entering the Lodewick Children's Library to wear a mask that covers your nose and mouth at all times.
- Using plexiglass shields at service points.
- Providing hand-sanitizing stations throughout the building.
- The Ridgefield Library has a heating and cooling system that utilizes direct outside air exchange. We check for optimal HVAC operation daily.

### **What you can do to help us keep our staff and the community safe:**

- Stay home if you are experiencing symptoms of any illness.
- Understand that unvaccinated Library patrons are required to wear a mask that covers your nose and mouth at all times. [Masks must conform to current CDC recommendations.](#)
- Understand that ALL patrons regardless of vaccination status aged 2 and older entering the Lodewick Children's Library are required to wear a mask that covers your nose and mouth at all times.
- Sanitize your hands frequently. Hand sanitizer is available throughout the Library.
- Use the Self-Checkout stations (Library Card required)
- [Use Lobby Pickup for Requested materials](#)
- Please do not eat or drink in the Library at this time.
- Follow the instructions of Library staff.

### **Is there a limit on the number of patrons allowed in the Library?**

- There are no building capacity limits.

### **Do I need to wear a mask while I am at the Library?**

- All unvaccinated patrons must wear masks that cover nose and mouth at all times while in the Library, regardless of vaccination status, per the Town of Ridgefield. [Masks must conform to current CDC recommendations.](#)
- Masks are optional for fully vaccinated patrons.
- ALL patrons regardless of vaccination status aged 2 and older entering the Lodewick Children's Library are required to wear a mask that covers your nose and mouth at all times

### **What if I can't wear a mask or have other health concerns?**

We understand that not everyone can wear a mask. Please contact us to discuss individual options for Library service, including Contactless Lobby Pickup, home delivery, Personal Book Bundles, online Consult-A-Librarian support, LiveChat assistance, and more. If you need or desire additional accommodations, please contact the Library Director so we can meet your needs. [Email bjmckinley@ridgefieldlibrary.org](mailto:bjmckinley@ridgefieldlibrary.org)

### **What if I don't feel comfortable coming into the Library?**

- The Library offers [Contactless Lobby Pickup](#), Email and Phone services, LiveChat, and [customized book selection](#) options.
- We offer eBooks and audiobooks, online resources and more via the Library website. Please reach out to us by phone or email if you have questions.
- We offer online programming for all ages.

### **Will the Lodewick Children's Library be available?**

- Yes! There are no appointments needed to visit the Children's Library.
- All visitors regardless of vaccination status to the Children's Library are required to wear masks that fully cover the nose and mouth at all times. Since it is advised that children under 2 not wear masks, we request that parents and caregivers not bring our youngest patrons into the Library at this time both for their safety and the safety of others. If this is not possible, children under 2 must be kept in a stroller or in the immediate vicinity of their caregiver, such as in a baby carrier.
- Children under age 12 must be accompanied by an adult or caregiver at all times.

### **Will the Ellis Family Teen Center be available?**

- Yes, the Teen Center is open.

### **Will Museum Passes be available during this phase?**

- Yes, but please contact the museum prior to visiting for up-to-date information about hours of operation and usage.

### **Will I be able to read magazines and newspapers in the Library?**

- Yes, newspapers and magazines are available for reading in the Friends Reading Room in the Morris Building section of the Library. Magazines may be checked out.

### **How long will this step of Service last?**

- As pandemic conditions improve and vaccination roll-out continues we plan to continue adding in-Library services, programs and to lift remaining restrictions. This will be done with the guidance of local, state and federal authorities.

## The Library Building

### Can I book a meeting room, study room, or hang out in the Library's communal spaces?

- Communal spaces are now available.
- Study rooms are currently available on a drop-in basis, with some rooms available for advanced reservations. [Learn how to reserve a Study Room.](#)
- Our meeting rooms are not available for reservations at this time.

### Will I be able to utilize the Technology Center and STEAM Corner?

- The Technology Center and Making STEAM Corner are available.

### Will the restrooms be open?

- Public restrooms in the Bossidy Commons, on the Upper Level, and inside the Children's Library are all available.

## Returning Materials

### When can I return materials?

- Library materials may be returned through the outdoor book slot 24/7 or the inside book slot during open hours.
- Certain labeled Ridgefield Library items (games, STEAM kits, etc.) must be returned at the Circulation Desk during open hours.
- While we had not been charging overdue fines on most Ridgefield Library owned materials during this challenging time, fines were reinstated on July 1, 2021. [Learn more about our Circulation Policies.](#)

## Checking Out Materials

### Will the Library continue to offer self-checkout of Library materials?

- Self-Checkout stations are available. To use the Self-Checkout, you will need to scan your Library card.
- Hand sanitizer will be provided for your safety. Library staff will periodically disinfect self-checkout stations.
- As always, please ask for help if you need it.

## Computers, Printing & Equipment

### Can I use the Library's computers?

- The public computers in the Adult Services and Children's Services areas and the Ellis Family Teen Center are all available. Call the Adult Services Department at (203) 438-2282 ext. 12004 for more information.

### **Can I print and make copies?**

- Printers and copiers are available for self-service use. Black & white copies are \$.20/page, color copies are \$.50/page.

### **Can I use the scanner and fax station?**

- The scanner and fax station is available for self-service use. Outgoing fax pages cost \$1/page. Printing from the scanner costs \$.20/page for black & white or \$.50/page for color prints.

### **Can I use the microfiche reader/printer machine?**

- The microfiche reader is available for self-service use.

### **Will the Library continue to provide technology help during this time?**

- Library staff will provide help at our public computers both in person and remotely through an online chat service.
- If you need help downloading and accessing our digital collection, check out our [online video tutorials](#).

## **Other Services**

- The Library is offering Passport Application Appointments. More information is available here: <https://ridgefieldlibrary.org/services/in-the-library/passports/>

## **Programs & Events**

### **Does the Library offer virtual or online events?**

- Our programs are being offered both virtually and in person. Please see our [events calendar](#) to learn more.

## **Book Donations**

### **When can I donate books?**

- The Friends of the Ridgefield Library will resume accepting book donations on October 1, 2021. Check [Friends of the Ridgefield Library](#) for more information.
- Please do not leave donated books in the Library lobby or anywhere outside the Library building. Donations may be left on the cart outside the Friends Sorting Room on the lower level of the building.