

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 current local, state and federal guidelines.

Library services available:

- Borrowing of books, audiobooks, movies, CDs, and magazines
- In-person reference and reader's advisory services
- In-person programs for all ages
- [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. 201
 - Children's Services: 203-438-2282 ext. 203
 - Circulation Department: 203-438-2282 ext. 202
 - Teen Services: 203-438-2282 ext.118

Virtual Services:

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

What measures is the Library taking to keep patrons safe?

- While the Library welcomes all visitors and staff to wear a mask, masks are not required in the Library in accordance with current local, state and federal guidelines.
- Masks are available at all Service Desks for those who would like one.
- 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.
- Please do not bring your child to the Library if your child is experiencing symptoms of any illness
- While the Library welcomes all visitors and staff to wear a mask, masks are not required in the Library in accordance with current local, state and federal guidelines.
- Masks are available at all Service Desks for those who would like one.
- Hand sanitizer is available throughout the Library.
- Use the Self-Checkout stations (Library Card required).
- Use Lobby Pickup for requested materials.
- Follow the instructions of Library staff.

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

We understand that not everyone feels comfortable in public spaces at this time. 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)

Will restrictions be re-instated?

- The Library will continue to follow local, state and federal guidelines should pandemic conditions change. This may mean the re-instatement of certain restrictions.

The Library Building

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

- Communal spaces are available.
- Study rooms are available on a drop-in basis, with some rooms available for advanced reservations. [Learn how to reserve a Study Room.](#)
- While meeting rooms are currently not available, we expect to add this soon.

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

- The Technology Center and Making STEAM Corner are 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.
- [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.
- 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. 201 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?

- 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 virtually, hybrid and in person, depending on the program. Please see our [events calendar](#) to learn more.

Book Donations

When can I donate books?

- The Friends of the Ridgefield Library are accepting donations during Library Open Hours! Please leave donated books on the carts outside the Friends Sorting Room in the Lower Level Lobby. Please do not park in designated handicapped spaces when unloading book donations. Check [Friends of the Ridgefield Library](#) for details on what types of donations the Friends accept and information about book sales.
- Please do not leave donated books in other areas of the Library or anywhere outside the Library building.