



Curbside Delivery Service
During COVID-19 Closure
Notice

Opens May 19 at Woodland Park Public Library
Opens May 20 at Florissant Public Library

Curbside delivery will be available during the COVID-19 Pandemic. Curbside services will end if local, state, or federal government agencies issue health-related orders that require us to stop for safety purposes.

Quick Facts:

- Curbside Delivery is available **by appointment only**.
- Our buildings remain closed until further notice.
- We are unable to get materials from other libraries at this time.
- Library materials may be returned to the outdoor drop boxes at either library.

Basic Steps for RLD Curbside Delivery Service:

1. Place items on hold

Log in to your account at <https://rampart.marmot.org> and select your items. Please note that materials showing **On Shelf** are most likely to be available to fulfill your hold. You may call for assistance, but expect longer wait times:

- a. Florissant Public Library: 719-748-3939
- b. Woodland Park Public Library: 719-687-9281

2. Wait for confirmation that your items are ready for pickup.

Our system will send hold pickup notices, but ignore these until a library staff member contacts you to schedule a pickup time. Please allow 1-3 days for contact. For everyone's safety, if you come to the library without an appointment, library staff will turn you away.

3. Pick up your items during your scheduled pickup window.

Follow staff instructions for pickup times and location.

RLD Curbside Service Q & A

Q: What should I expect when I arrive to pick up items?

You will find the parking space designated with your numbered orange cone. A library staff member will verify your last name, and find your bagged items. The bag will be placed in your vehicle or on the curb. Be aware that library staff will not approach your vehicle if there is an animal inside.

Q: What if I'm early or late for my pickup window?

Early: Your items will not be ready or available until the appointed time. Do not park in your designated spot until your pickup window opens.

Late: You will need to reschedule your pickup by calling the library within 3 days of missing your pickup. Please do not attempt late pickups by entering the building or approaching staff.

Q: What are the available hours for pickup?

Because of differing staffing levels and needs, the available hours for pickup are different at each location, and may change. When placing holds, your home library will fulfill them and that is where you will pick them up. If you need to change the pickup location, you must do so in your online account. You will be offered several options of pickup times when library staff call you to schedule.

Please note: These time windows are for pickup of library materials. No other library services will be available, and library buildings remain closed. Please do not attempt to enter buildings at these or any other times.

Remember, curbside delivery is by appointment only. Library staff will contact you to schedule. Do not come to the library without an appointment.

Current hours for pickup windows are as follows:

Florissant Public Library

Wednesday: 10am-1pm

Thursday: 2-5pm

Friday: 10am-1pm

Saturday: 10am-2pm

Woodland Park Public Library

Tuesday: 10am-1pm

Wednesday: 2-5pm

Thursday: 4-7pm

Friday: 3-6pm

Saturday: 11am-2pm

Q: How long will you hold my items?

Your items will be checked out to you when we schedule your pickup time. We'll keep your bagged items for 7 days, after which time we will check them in and return them to our shelves.

Q: When are my items due back?

Item due dates will vary depending on item type and are calculated based on checkout date. Please check the receipt included with your items to find exact due dates. You can renew items through our online catalog or by calling your library.

Q: I already have items checked out, pre-closure. When are those due?

All items checked out before March 13 are now due on May 17.

Q: How do I return my library materials?

Please return items to the outside book drop at the location of your choice. Please do not leave returned items anywhere other than the book drop. Do not attempt to return items by leaving them in the holds pickup locations. We're quarantining returned items for certain periods, and by returning items to the book drops, we can make sure we're doing this with every item. If you find the outside book drop full, do not leave items outside or attempt to force items through. You do not need to make an appointment to return items.

Q: What if I can't return items, or if the item is oversized?

If you can't return items for any reason, please contact us.

Q: Can I get items from other libraries or Interlibrary Loan?

No. At this time we are not able to get items through our courier or Interlibrary Loan lending systems. Please do not request materials from other libraries.

Q: Can I check out specialty items?

Backpack kits: Not at this time.

Hotspots: Yes, through the holds system

Kil-A-Watt devices: Not at this time

CO State Parks Pass Backpacks: Yes, pass only (call for availability since they are not holdable)

Seed Library: Not at this time.

Q: What precautions are in place to keep this as safe as possible?

While we cannot be certain library items are 100% virus-free, we are following CDC recommendations, and we are taking precautions to prevent cross-contamination. Library materials are quarantined for 48 hours before being re-shelved, and we are following social distancing guidelines in the building as well as limiting the number of staff present. Staff are being screened when they arrive at work and they are required to wear masks while working. We are also limiting the number of pickups per pickup window to prevent large gatherings.