

FCL Curbside Pickup Service Model

Hello, FCL patrons! Thank you for your patience as we all adjust to a new normal that is constantly in flux. Please know we are thinking of you, and trying to simplify and streamline services so you may have safe access to FCL items again.

As we resume lending services, keep in mind that loan periods remain the same: one three-week lending period and an additional two-week renewal that you can do on your own online or request by calling the library during normal business hours. Staff are following safety best practices and all returned items are quarantined for at least 72 hours. To pave the way for effective curbside services, we've made the following changes:

- Until further notice, we are not collecting fines (billed items – items that were never returned -- still stand)
- InterLibrary Loan (ILL) services are suspended until further notice, meaning you'll only be able to request FCL items
- There is a limit of 10 holds per card
- There is a limit of 15 items checked out per card
- All returned items are quarantined for 72 hours (they will still appear on your card for a little bit!)

It's important to remember that all of this is new for everyone. There will be hiccups and the occasional mistake, so we thank you in advance for your patience. Please don't hesitate to contact us should you have questions!

Curbside Requests Starting June 8th!

As we adjust to our new service model, we've arranged our own Curbside Pickup at the library! While Inter-Library Loan items are not available, you will still be able to go online or call us to request Freeport Community Library items. You will be notified when your items are ready for Curbside Pickup.

Curbside Pickup will be available during the following hours:

- **Monday 10am – 2 pm**
- **Tuesday 10am – 2pm**
- **Wednesday 2pm – 6pm**
- **Thursday 10am – 2pm**
- **Friday 12pm – 4pm**

Please note that Curbside Pickup is **not** for placing hold requests. Items should already be requested and you will have been notified that your items are ready for curbside pickup. The two spaces immediately in front of the library by the flagpole are reserved for book drop traffic.

Curbside Pickup Instructions:

- **There will be two spaces to park in for curbside pickup in front of the building: Curbside #1 and Curbside #2.**
- Follow the signs for curbside and park in one of the two designated spots in front of the garden/sun porch.
- If spots are full, wait until a spot becomes available.
- Once you are parked in one of the two pickup spaces, call **865-3307**.
- Have your library card ready. If you can't find it, please spell your name for us clearly and slowly.
- Have your trunk open – staff will place your holds into your trunk.
- **Please do not exit your car** until staff have delivered your items.
- **Do not hand anything to staff.**

Thank you for working with us to help ensure our safety and your own. We look forward to continuing to serve our wonderful community!