January 21, 2021

Dear Redding Library Users,

The Mark Twain Library is currently offering curbside service only. This action is being done to keep staff and the community safe as the COVID numbers continue to remain high. The need to continue curbside only will be evaluated continually and we will keep you up to date whenever we have updated information.

**Curbside Pickup/Holds Continue**

In the meantime, please continue to place your holds online or call the library with requests. *The only actual change is that library users will not be able to enter the building.* We will continue to keep our curbside pickup contactless and fill requests as fast as possible. You will get an email when your items are ready for pickup.

Please be assured that the Mark Twain Library follows recommended library standards and follows protocols that include keeping books in quarantine. Any items you pick up will have been “untouched” for 72 hours or longer. Staff is handling all returned items with masks and gloves as per safety guidelines. Our curbside pickup procedures remain unchanged. Items are placed in reusable bags with your name on it. All holds will be on a table directly outside the library main door. Just drive up, grab your bag(s) and go! Holds will be available for pickup for 48 hours from the time it is placed on hold. If the hold is not picked up, we remove it from the table and take the item off your account. We will also continue to waive fines through at least the end of the year.

**Downloadable Materials, Personal Help & Copy/Fax Services**

And don’t forget about our popular [downloadable](#) services which are available 24/7. We are also happy to suggest books or movies, help with needed resources for students and take requests for items not in our library. Don’t hesitate to call or email with any questions: 203-938-2545. If you have a special need to make a photocopy, fax an item or print a document, please contact George Avidon, our Associate Director for help. You can email him at: [George@marktwainlibrary.org](mailto:George@marktwainlibrary.org).
Thank You

Finally, a note of thanks. Thank you for your patience for those times when we must close our doors. Our Mark Twain Library community is amazing! The fact that we can leave your holds outside and use an honor system is not surprising to us even though it is far from the norm for most libraries. Thank you for picking up your items in a timely fashion, for your caring concern for the staff and your fellow library users.

Best for a healthy 2021,

Beth Dominianni and the MTL Staff