

Contactless Pickup FAQs

What libraries are pickup locations?

Central Library 515 Pine Street, downtown Green Bay

Call 920-448-5824 to place holds, request tax forms and for other library services

Call 920-448-5825 for account information and to schedule a pickup

Ashwaubenon Branch 1060 Orlando Drive 920-492-4913

Kress Family Branch 333 N. Broadway, De Pere 920-448-4407

Weyers-Hilliard Branch 2680 Riverview Drive, Howard 920-448-4405

How can I place holds on library books and other items?

If possible, please place holds using our [online catalog](#). If you need assistance, please call the library to speak to a staff person. **Have your library card number ready.**

How will I know my hold items are ready for me to schedule pickup?

You will receive an email, text, or phone notification, based on the preference selected in your account.

To support social distancing efforts, libraries offering contactless pickup are operating with very limited staff.

Staff will fill holds as quickly as possible; however, wait times will be longer than usual. Thank you for your patience.

How do I return materials?

You can return materials to any book drop at all locations except the Denmark branch. Please do not attempt to return items using the exterior tables or pickup window at pickup locations. Items will be quarantined for several days before they are checked in.

When are my items due? Should I renew them?

Due dates will be extended to at least June 15.

What if the item I want is at a location not currently offering contactless pickup?

We will transfer items to the pickup location you designate when placing your hold. Please expect delivery times to be longer.

What if my previously placed holds are being held at a location not offering pickup?

Please call the library and speak to a staff person to make arrangements. If you do not want to use this service, your holds will be available at the location you originally requested after the library buildings reopen.

Do I need a library card?

Yes, you must have an active Brown County Library account to place holds and pick up items. If you have questions about your library account, call the library to speak to a staff person. If you do not have a library card, [apply for one here](#).

What materials are not available for pickup?

Items that cannot fit through a book drop or would be damaged if returned through a book drop cannot be placed on hold and are not available for pickup such as cake pans, guitar pedals, multiple copies, themed backpacks, Chromebooks, hotspots, and oversized books.

Can I request tax forms and instruction booklets?

Yes, while quantities last. Call the pickup library of your choice. Staff will get them ready and schedule a pickup time for you.

What if I have fines or my card is blocked?

Please call the library to speak to a staff person or [pay your fines online](#).

How were the pickup libraries chosen?

Among the criteria, were:

- Regional distribution
- Building layout can accommodate safe social distancing of staff
- Building exterior features parking lots, overhangs for outdoor tables, etc.

What are you doing to protect the safety of patrons and library staff?

The contactless pickup model we are using provides maximum social distancing for the safety of our patrons and our staff. Staff is adhering to workplace safety requirements and CDC guidelines.

All physical materials have been quarantined.

Patrons and staff should not approach one another and must respect the need for social distancing. This may feel uncomfortable but is necessary to provide a safe, contactless pickup service. If you notice patrons at the pickup table, please remain in your vehicle until the previous patron has departed.

Why are you using bags for pickup items?

Bags are a temporary measure to protect patron privacy, protect physical materials, and limit unnecessary contact. Bags help separate materials to avoid the need for patrons to sort through items on the pickup table.

In the event of severe weather, the library retains the right to cancel contactless pickup and we will make every effort to reach patrons with scheduled appointments.