



FOR IMMEDIATE RELEASE

May 6, 2020

Rockford Public Library expands limited service to include curbside pick-up by appointment.

Rockford, IL –Customers of Rockford Public Library (RPL) can now pick-up physical items they have placed on hold during an agreed upon time at all library branches. Customers can reserve items through RPL’s website, www.rockfordpubliclibrary.org, or via telephone. If the items are available, RPL Staff will pull them, sanitize them, and call the customer to make an appointment to have them pick the items up through a curbside pick-up process. If the items are currently out on loan, a “hold” will be placed on the items until their return, at which time, they will be sanitized before being loaned out again.

The curbside pick-up process is as follows:

When a customer reports to a RPL location at their appointed time, they are asked to wait in line, at a distance of at least six feet from any other customer retrieving materials.

- Once they reach the door, they are asked to hold up either their Library card or a State ID to the window.
- Staff will verify the items placed on hold and the customer will simply signify YES or NO.
- Once verified, customers are asked to step back six feet from the door so that staff can place items on a cart and send them out to the customer.
- Once staff has returned inside the building, customers may grab their materials and enjoy!

“So far, customers have been thrilled to have an opportunity to pick up materials,” said Donna Hopson, RPL Circulation Manager. “It seems with regard to handling the anxiety of this pandemic, more than hairdressers and barbershops, people miss the Library.”

If a Rockford resident does not have a library card, they are able to get or renew one online through our website, at any time. RPL Staff are available to provide phone service at all locations during regular business hours and will answer any questions via email at info@rockfordpubliclibrary.org.

Hart Interim Library	214 N. Church St	815-965-7606
East Branch Library	6685 E. State St	815-966-2748
Montague Branch	1238 S. Winnebago St	815-966-2740
Rock River Branch	3128 11 th St	815-966-2763
Rockton Centre	3112 N. Rockton Ave	815-966-2776



ROCKFORD PUBLIC LIBRARY

About the Library

The Rockford Public Library, founded in 1872 as the second library in Illinois, currently has six facilities, including a performing arts and training center (RPL's Nordlof Center), the Hart Interim Library and four Branch Libraries. Rockford Public Library informs, educates, entertains, and provides cultural enrichment to the people of our community.

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