

## **CCLS Guidance: Curbside Delivery\*\***

### **General Information:**

Only staff necessary to provide the service will be working during this time. All staff will be trained in proper sanitization and cleaning procedures. Staff are to use separate work stations. One staff should be designated to answer the phone or it is to be sanitized after each use. Work and touch surfaces are to be cleaned regularly.

Service will be available to all CCLS card holders, no matter where their home library is.

We do not plan to place any additional limits on materials. Our general policies will apply as to how many items patrons can place holds on or take out.

It is undecided about issuing library cards remotely, but temporary, restricted cards are being considered.

We will advertise this service, how it works, and staffed times through a variety of methods including social media, printed materials and press releases.

### **Returns:**

Book drops are open and patrons are encouraged to return materials there at any time.

If there is a special circumstance, such as a mobility issue, library staff can take returns from the patron when they pick up their materials. Gloves and masks will be used when handling materials and staff will wash or sanitize their hands after each contact.

All materials will be quarantined for a minimum of 72 hours and cleaned, making those materials unavailable to patrons during that period of time. Staff will wear masks and gloves whenever handling the materials. Hands and surfaces will be cleaned regularly.

### **Hours available:**

Curbside service will be provided during a scheduled combination of day, evening and weekend hours to accommodate patron schedules.

Pickup appointments will be scheduled during staffed hours.

The service will be available, even in inclement weather.

\*\*This information is subject to change by the Director.

**Request Procedure:**

Patrons with holds currently on the holds shelf will be called to see if they still want the materials. Appointments to pick up materials will be scheduled at that time.

Patrons may make requests for specific materials by contacting the library in advance by phone, text, email, or direct message via social media.

Patrons will be asked to verify their identity when requesting materials so staff will know they are not using someone else's account. Staff will look up patron in Koha and ask them to provide information, such as library card number, address, phone number, or birthdate, etc., in order to verify their account. Staff will record the patron's name, card#, title/author of request on the Request Form to use when pulling items from shelf.

Patrons will be told that library staff will contact them when materials are pulled and ready for pickup. Appointments to pick up materials will be scheduled at that time. Materials will only be available for pick-up at the scheduled appointment. After 2 missed pick-up appointments, materials will be returned to the shelf. Same day pickup may be available. Staff will inform each patron of the requirements and procedure for pickup.

Requests will be checked out to the patron and kept on the holds shelf until the scheduled pick up time. They will be alphabetized by patron's last name. Due date slips will be placed inside the material, as well as informational materials about the services we are offering. Materials will be bagged or wrapped in paper to preserve patron privacy.

Patrons will also have the option of submitting general preferences and library staff will make curated selections based on the preferences provided.

When local holds are allowed, patrons can place holds in the catalog and staff will pull holds lists on a predetermined schedule throughout the day.

When CCLS delivery between libraries is available, patrons will be allowed to place holds on materials from other system libraries. Quarantine periods will be applied to all deliveries.

**Pickup:**

The pickup location will be in the lot, driveway, or street parking closest to the library's doors. Posted signage should be visible from the parking location. Staff will notify patrons where and how to pick up their materials when they call to let them know their order is ready and schedule a pick-up appointment.

Both contact and contactless delivery methods will be used. Contact delivery would be for the elderly or disabled patrons with mobility issues. Masks will be worn and a social distance of 6' will be maintained at all times.

\*\*This information is subject to change by the Director.

Patrons will either call or text staff when they arrive or staff will watch for them if they have a scheduled appointment. Patrons calling when they arrive will give staff their name and the last 4 digits of their card number. Identification is to be checked before providing materials.

Contact delivery would require both staff and patron to wear masks. Staff would wear gloves. The preferred method of delivery would be for library staff to place materials in the trunk while the patron remains in the car. If it is not possible to use the trunk, the patron would roll down a window near an empty seat to allow the items to be deposited inside. Any animal in the vehicle must be restrained before materials will be placed inside.

The library may have a staffed table setup inside the lobby, in view of the parking location. Holds that will be picked up that day can be set on that table so they are ready. Identification will be checked before providing materials. Masks must be worn by staff and patrons when picking up materials at a staffed table. A social distance of 6' will be marked and maintained at all times and staff will wash or sanitize their hands and surfaces after each contact.

For contactless delivery, a pickup zone would be set up (between sets of doors, outside the library doors, a table or cart immediately inside the library that would not allow patrons further inside the library). After verifying the patron's identity by phone or text, staff would set the materials down and leave the pickup zone. The patron would then get out of their car and retrieve the materials.