

PERTH EAST PUBLIC LIBRARY

POLICY TYPE: OPERATIONAL

POLICY NUMBER: OP-20

PROCEDURE: CURBSIDE PICKUP & DELIVERY POLICY

APPROVAL DATE: June 9, 2020

DATE OF LAST REVIEW: June 9, 2020

DATE OF NEXT REVIEW:

STATEMENT OF PURPOSE

This policy is meant to give the public and library staff a clear description of the Curbside Pickup & Delivery services provided during the COVID-19 Pandemic. The policy helps ensure the safety for both library patrons and library staff.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Staff will be trained on proper use and have access to the following PPE while delivering curbside pickup services, homebound deliveries, and emptying dropbox:

- Face mask
 - o To be worn while delivering materials curbside
 - o To be worn if social distancing can not be kept
- Gloves
 - o Gloves will be made available for staff.
- Hand Sanitizer
 - o Best practices are to wash hands before applying hand sanitizer
 - o Staff will wash their hands and apply hand sanitizer immediately after delivering items to curbside pickup location, and after handling bookdrop materials.
- Disposable Gown
 - o Will be provided to staff while moving dropbox items and courier bins.

Staff will inform CEO when PPE supplies are running low.

REQUESTING MATERIALS:

Patrons may place hold requests through the library's online catalogue for specific titles.

Patrons may fill out an online request form that is available on the website if patrons are seeking readers advisory.

For patrons who call the library, staff will:

1. Assist with placing and filling the holds as time permits.

Patrons may email the library at pel@pcin.on.ca to request materials.

FILLING REQUESTS & PREPARING MATERIALS FOR PICKUP:

Staff will run pull lists, and check for submitted online request forms throughout the day to ensure that requests are successfully filled for patrons.

Patrons will be notified using the usual methods when their holds become available:

- a.) By Email
- b.) By Phone

HOLDS NOTIFICATION

Patrons will be notified using the usual methods when their holds become available:

- a.) By Email: Patrons will receive an email when their hold(s) becomes available. The message in the email will inform the patron to check the library's website for instructions on how to pick up their holds.
- b.) By Phone: Patrons will receive a phone call from library staff when their hold (s) become available. During the call the staff member will inform the patron of curbside pickup hours and remind the patron of the process for picking up their holds.

PICKUP PROCEDURE:

*Disclaimer: Patrons must place holds and await notification from library before picking up materials. Staff will not be available to take hold requests and fill immediately.

When patrons arrive at the library to pick up holds they will:

1. Call the library at **519-595-7395** to inform staff they are here and confirm the following information:
 - a. name,
 - b. phone number,
 - c. last four digits of library card number,
 - d. licence plate number (for those require accessible service)
2. Patrons will wait in the que outside the library entrance (following social distancing best practices)
3. Staff will deliver the checked out holds to designated curbside pickup location, confirm the last four (4) digits of the library card number, and place the bag on the table for patron to pick up.

- a. If the individual requires vehicle delivery due to accessibility staff will place the bag in the patron's vehicle trunk.
- b. Staff will not leave materials sitting outside if no one is physically present to pick up the materials

MATERIALS AVAILABLE THROUGH CURBSIDE PICKUP

All print materials (including magazines), DVDs and audiobooks will be permitted to circulate through Curbside Pickup.

Perth East will receive PCIN courier deliveries. Courier bins will follow the 72 hour quarantine period.

Inter-Library Loans will not be available during Curbside Service.

RETURNED MATERIALS

Patrons will return materials through the drop box. Staff will not be accepting returns handed to them.

All library materials will be quarantined for 72 hours before checked in. Fines will not be incurred during this time.