Circulation Curbside Pickup Project

Goals:

- Providing exemplary limited customer services
- Staff and Patron safety
- **All staff in building must wear masks at all times while in shared spaces if required by government or library administration mandates**

PPE/Supplies Needed to Implement Curbside Service

- **Disposable face masks**
- **Hand sanitizers**
- **Clorox wipes**
- **Disinfecting spray**
- **Disposable gloves**
- **Fan**
- **Tea carts**
- **Chair**
- **2 six-foot tables**
    - **One under the TV monitor**
    - **One across the main entrance**
        - **Something to place under the table (like the display cubes)**
- **Sunscreen**
- **Black markers**
- **Single use paper bags** pickup items
- Disposable aprons (optional)
- Face shields (optional)
- Disposable shoe covers (optional)

Staff Assignments

- 1 Clerk to run picklist and pull material
- 1 Clerk in vestibule to place materials on table for contactless pick up
- 1 Clerk for misc./backup tasks
- 2 Clerks:
    - Answer phones/Discharge materials
    - Answer phones/Outdoor bin pickup

Curbside Pickup Guidelines

- PR will be provided by Sandra and Edith
- Patron can place holds through PAC or call in requests to place holds with Adult/Youth Services
    - 15 items per library card
    - Library of Things excluded

Tasks

- **Picklist Staff at Passport Desk:**
    - Print the picklist and begin to find items
    - Trap the holds and print sticky hold wrapper for paper bag
    - After material has been trapped, Circulation will call patrons to set up specific pickup time
        - Schedule a pickup time using the Waitlist app
        - Schedule for following day or later (no same-day appointments)
    - We will schedule pickups every half hour and allow up to 4 pickups during that half hour
    - After scheduling the patron:
        - Check out all items for 4 weeks to patron and place items in bag with due date receipt
        - Write the pickup date and time on the bag
        - Add any promotional information to bag
            - Flyers could include: advertise digital services/programming, etc.
    - Fold the top of the bag and staple the hold wrapper to the paper bag
    - Place bags on tea carts and leave in Circulation area
    - If unable to set up an appointment:
        - If you leave a voicemail tell patron they need to call the library to set up an appointment for their hold pickup
        - If there is no answer or voicemail is full we will send them an email stating they need to call to set up an appointment
        - If we are unable to schedule an appointment place items to the side on a small cart with the hold wrappers
            - Do not check items out to the patron
- **Vestibule Staff:**
    - We will have 2 tables set up in vestibule area
        - 1 table under TV monitor for items awaiting pickup
        - 1 table along sliding door blocking entrance to the library - Patrons can retrieve their bag of items from this table
    - Informational dry erase board will be available to patrons who walk up without an appointment, directing them to the website or to call the library
        - Information will include: steps for curbside; returns must be placed in drive-up book drop; and NO DONATIONS
    - Every morning or afternoon (depending on your shift) place bagged items waiting for pickup on the vestibule table under the TV monitor

    - Every half hour, place the bags marked for pickup at that appointment time on the table in front of the main entrance door
    - If patrons are late for pickup time, we will hold items during the scheduled hour; after the library closes the patron will need to call to make another appointment
        - Place items not picked up on a separate cart
            - We will hold unpicked up material for 3 days
            - If we don't receive a phone call to reschedule, material will be discharged and returned to collection
    - No hand-to-hand contact; staff must maintain social distancing
- **Discharge/Book drop and Phone Staff:**
    - 1 Clerk in back Circulation area:
        - Empty outdoor book drop
            - Please empty every 1.5 hours
        - Staff should avoid taking items directly from patrons if possible
        - Place items in quarantine:
            - Quarantine all items 7 days in Meeting Room
            - Unload onto silver cart from top to bottom (oldest items on top)
            - Write date items will be checked in on the form, and place a form on each shelf of quarantined items
                - Only one date per shelf
                - Every shelf needs a check-in form with the date
        - Answer phones and let your co-worker know when you walk away
    - 1 Clerk at Circulation desk:
        - Discharge items after 7-day quarantine with normal procedures
        - Answer phones and let your co-worker know when you walk away
- **Misc./Backup Staff:**
    - Backup services as needed
    - Shifting/shelving/shelf-reading
    - Other tasks as assigned