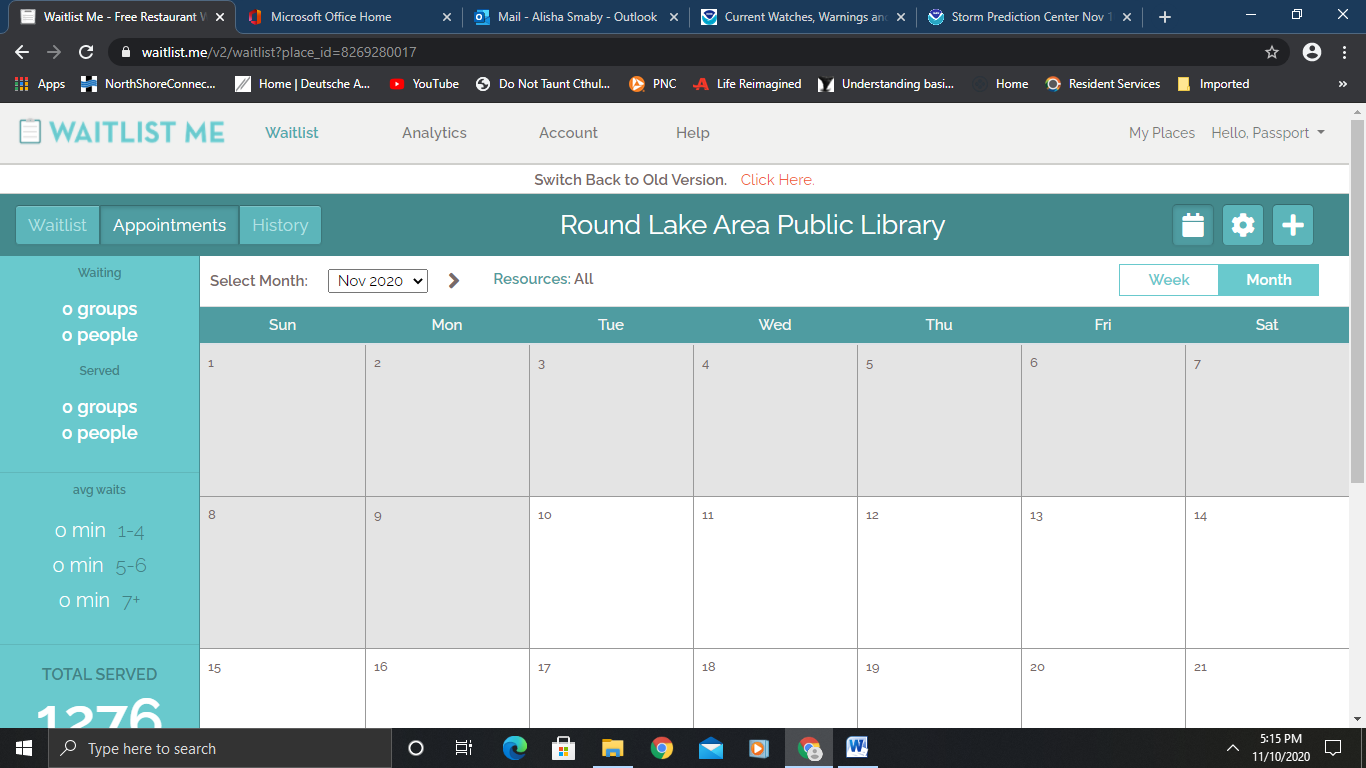
**Locker Procedures**

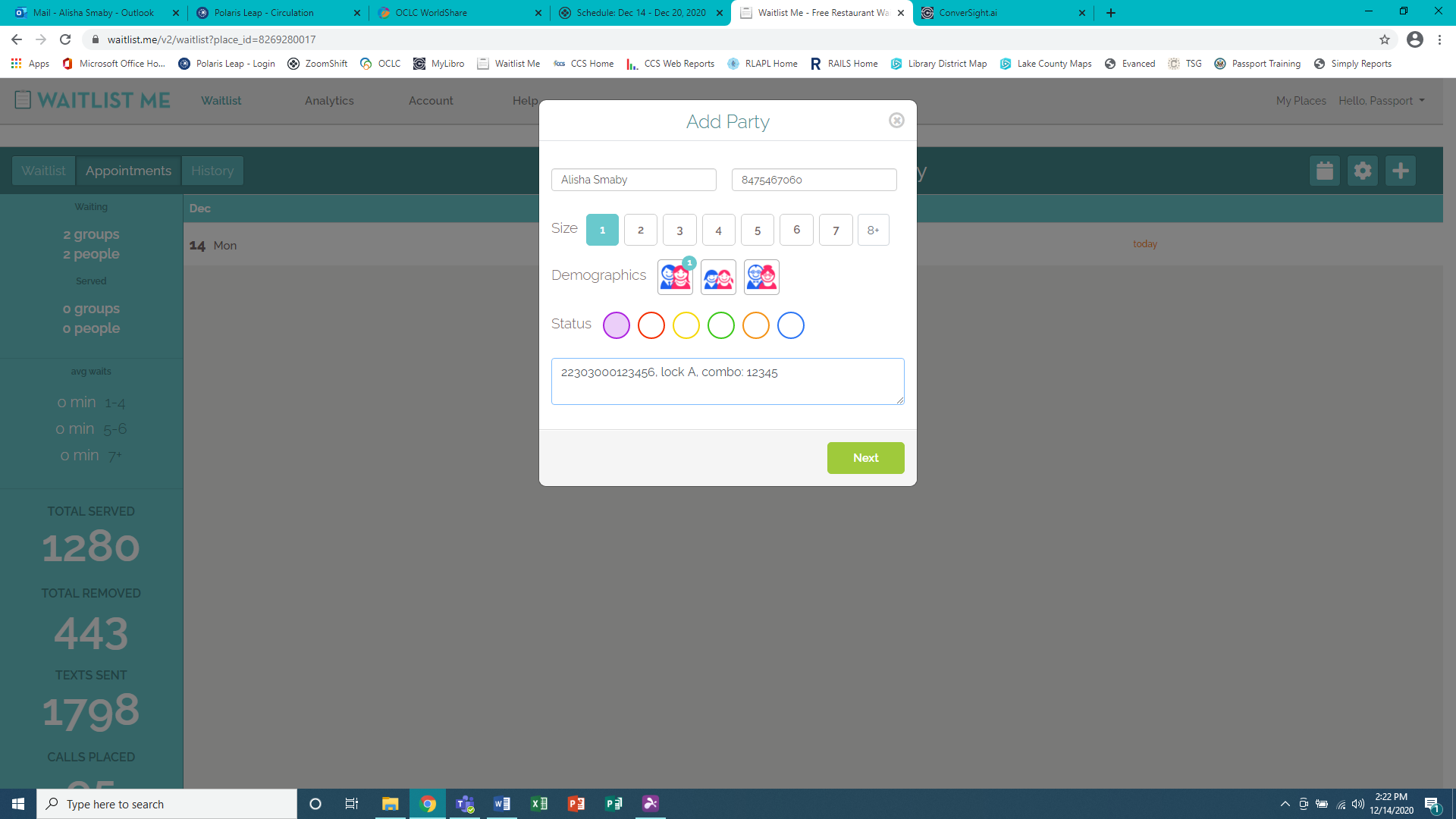
Lockers are available 24/7 outside the library near the main entrance. When patrons receive an automatic notification that they have holds ready for pickup, they can call the library to request a locker.

**Creating Locker Pickups:**

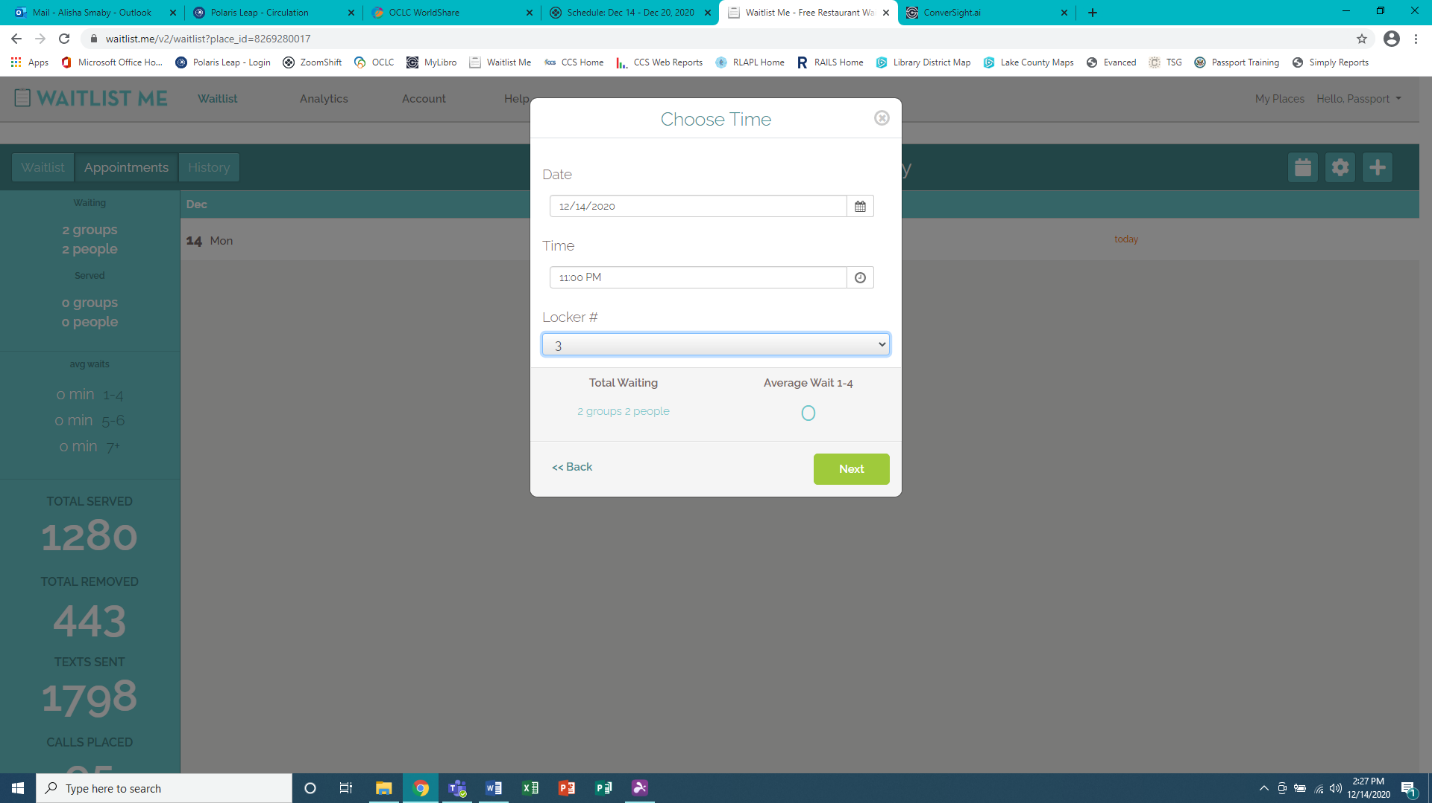
1. When a patron calls to request a locker, **open the patron’s account in Polaris to** **verify they have a hold available for pickup**. Make sure that the pickup location is Round Lake.
2. Ask the patron what date and time they want to pick up their holds.
   1. **REMEMBER: Lockers can only be reserved up to 24 hours in advance.**
   2. Same day pickup can only be done up to 4:00 p.m. After 4:00 p.m., the pickup will need to be scheduled for the following day.
   3. Allow a 2-hour window between the phone call and the scheduled appointment to give staff time to get the locker ready.
3. Ask the patron if they mind waiting while you check to see if any lockers are available, and **place the patron on hold**.
   1. If the patron refuses to wait, tell them we can call them back later but it may delay the process.
4. **Check the whiteboards** in the locker supply cabinet to see if any lockers are currently available.
   1. If no lockers are available, let the patron know.
   2. If a locker is available, **grab the blue basket corresponding with the locker number.** Check that the lock is inside the basket.
   3. **Check the card attached to the basket** for the lock combo information.
5. **Find the patron’s holds on the hold shelf** and put them in the blue basket.
   1. If the items don’t fit in the basket, see if a large locker is available. It’s also okay to use two small lockers for the same patron.
   2. If the large lockers are not available or the items still don’t fit, let the patron know the items will not fit in the locker.
   3. **NOTE:** Some items may not eligible for locker pickup, such as certain delicate OCLC items. **Check the hold wrapper for notes.**
6. If everything looks good, tell the patron we have a locker available. **Verify the appointment time**, then give them the following information:
   1. **Locker # and 5-digit combination for the lock.**
   2. Inform them that **all items in the locker will already be checked out to their account**.
   3. Tell the patron the items will be kept in the locker for **24 hours past the scheduled appointment time.** After that, the items will be checked in from the patron’s account and returned. This is to make sure all patrons have equal access to the lockers.
7. After ending the phone call, **check the holds out to the patron’s account.**
   1. Due dates do not need to be adjusted unless it’s an OCLC item.
8. **If the patron later calls and asks to reschedule the appointment,** we can reschedule the appointment up to 24 hours from the time they call to ask for the extension.
   1. If the patron is unable to pick up the holds within 24 hours, we can place the items back on the hold shelf.
      1. Ask the patron when they will be in to pick up their items.
      2. Leave the items checked out to the patron’s account and place them on the hold shelf with a courtesy hold wrapper.
      3. Add a note on the hold wrapper and in the patron’s account, including when the patron will be in to pick up the holds.
   2. **Remember** – please be kind to patrons during this difficult time, and try to accommodate them as much as possible.
9. In **Waitlist Me,** click on **Appointments.**
   1. **NOTE: Please make sure to open and log in to Waitlist Me at the beginning of your shift.** That will help save time when you’re on a phone call with a patron.
      1. **Username: passportservices@rlalibrary.org**
      2. **Password: passports**
10. On the left side, click on the **+ button.**



1. On the Add Partyscreen that opens, enter the **patron name** and **phone number** then add the following to the **notes field:**
   1. **Patron barcode #**
   2. **Lock ID** (this will be a letter, not a number)
   3. **Lock combination #**



1. Click **Next.** On the Choose Time screen:
   1. Click on the **calendar icon** to select the appointment date.
   2. Click on the **clock icon** to select the appointment time.
   3. Select the **Locker #** from the drop down menu.



1. Click **Next** to finish scheduling the appointment.
2. **Fill out the whiteboard in the locker supply cabinet** with the necessary information**.**
   1. **Removal Date** is 3 days from the date of the appointment.
      1. **For example, if the appointment time is Nov. 10 at 11:00 p.m., the removal date would be Nov. 13.**
3. Grab the **zip tie cutters** from the cabinet.
4. Take the blue basket with the holds, lock, and zip tie cutters outside to the lockers.
5. **Find the correct locker #** and cut off the zip tie.
6. Remove items from blue basket and place the items in the locker. **Do not place basket in locker.**
7. **Attach the combination lock to the locker,** **lock it, and spin the numbers** so that the lock is secure and will not come open accidentally.
8. **Place the empty blue basket on one of the labeled shelves at the Circulation desk (where the holds used to be)**. Return the zip tie cutters to the locker supply cabinet.

**Clearing Out Lockers:**

1. **Every day, check the Removal Date column on the locker whiteboards** to see if any lockers need to be cleared out.
   1. Items are usually held in lockers for 48 hours past the scheduled appointment time (even though we tell patrons they only have 24 hours).
2. If a locker needs to be emptied, **take the corresponding blue basket, a new zip tie, and disinfectant cleaning spray** out to the lockers.
3. Open the locker and place the combination lock in the blue basket. If there are any items in the locker that were not picked up, place them in the basket to take back inside.
4. **Spray the inside of the locker with disinfectant**.
5. **Close the locker and secure it with a new zip tie.** Make sure to leave a little bit of space between the zip tie and the handle, so it will be easier to cut off later.
6. **Spray the locker door with disinfectant**.
7. Take everything back inside and **check in any items that were not picked up by the patron**. **Place the items in** **quarantine** after they have been checked in.
8. **Spray the blue basket and combination lock with disinfectant.** Place them back in the locker supply cabinet.
9. **Update the whiteboard in the cabinet.**
10. If the patron had holds that were not picked up from the locker, **add a Non-Blocking Note to the patron account in Polaris.**
    1. Example: *11/13/20 Patron requested locker pickup for 11/10/20 at 11:00 p.m., but did not call or pick up holds. Items checked in and returned. RLK-as*
11. **In Waitlist Me**,mark the appointment **Complete.**