



Bonfield Public Library

Policy Number: 2020-04

Policy Title: **Curb side Pickup/Procedure**

Policy Approval Date: June 2020

Policy Review Date: As Required

Purpose

During times when it is necessary to close the library due to emergencies, viral pandemics/epidemics or extenuating circumstances, or through government directive, the library may be given permission to provide curb side pick-up services for patrons of the Bonfield Public Library.

Curbside pick-up occurs when the library is closed to the public, but offers curb side pickup. Return of library materials may continue using the drop-box unless otherwise indicated.

During a viral pandemic/epidemic, all effort will be made to thoroughly clean and sanitize materials being returned and check out to patrons (*Safe Work Procedure – Handling Returned Materials during a Viral Pandemic*). Staff will be provided with PPE and gloves to ensure personal safety and safe handling of items.

Phase 1 Curb Side Pickup

Section 1: Curb side Pickup

Curb side pickup will be offered during this phase of the library reopening. We strive to ensure that all patrons have access to the collection; whether they physically enter the library or are more comfortable using curb side pickup

- Patrons may place their items on hold using our online catalogue, email or telephone the library during curb side hours of operation.
- All pickup will occur outside the front door, unless inclement weather were pickup will occur inside the foyer
- Service's "Grab and Go"

Section 2: Rules, Signage and Communication

- Signage will be clearly posted at the library entrance requiring social distancing measures .Signage will also be marked on the portable cart as the designated pickup zones.
- The library will continue to communicate with the public and patrons via library website, social media, and print media.
- Phone inquiries and customer service will be available during the opening hours of the library.

Curb Side Pickup Service/ Procedure (continued)

Section 3: Picking up Holds

When your hold is fulfilled, the library will contact you to inform you it is ready for pick-up. On your pickup day:

- Staff will record appointment times and fulfill patron requests.
- Materials will be set outside in plastic bags labelled with the patron's name on outdoor cart.

Section 4: Check-outs and Returned Materials

Check outs:

- Items and materials will be checked out by staff at the main circulation desk
- Patrons will be limited to a total of ten (10) check out items during this phase of reopening,
- The library will supply bags to patrons at this time.
- No patron reusable bags will be allowed within the library during this phase of reopening.

Returned Materials:

- All books and items should be accepted for return through the external book return box only and should not be accepted at circulation desks.
- Handling of Returned Materials during a Viral Pandemic, staff will place items in the designated quarantine area of the library for 72 hours.
- Following the quarantine, materials and items will be check-in and placed back into the collection.
- Staff will be emptying the book drop on a regular basis and checking items in following the guidelines established in Safe Work Procedure. If you are not feeling well and are self-isolating, please do not return items. Call the library at 705-776-2396 and we will renew items for you.

COVID-19 Disclaimer:

- Although we strive to sanitize and practice safe handling of materials, The Bonfield Public Library cannot guarantee the sanitization of library items. Please handle them with caution.
- Patrons should be advised to wash hands before and after handling books and other items, avoid touching their face while reading and to avoid sneezing or coughing onto items.
- Patrons who are immunosuppressed or otherwise susceptible to COVID-19 infection should not take out items from the library.

Curb Side Pickup Service/ Procedure (continued)

Section 5: New Membership and Membership Renewal

- New patrons may register for a temporary card to access our collection and resources through our email account (bonfieldlibrary@gmail.com) by sending their full name, Bonfield Township mailing address and telephone number. Once the library re-opened to the public Patrons will be required to come in and signed their registration form in order to extend their privilege.
- Until the library re-opened we cannot accept out of town membership.
- Membership renewal may be done at either circulation desk, over the phone or via email during this phase of the reopening

Section 6: Shared Materials and Office Services

- Staff will be provided with their own basket including but not limited to pens, pencils, sticky notes, masks, hand sanitizers.
- Photocopying, scanning and faxing are available by appointment only fees will continue to apply. Provided that the patron pays in exact change (cash).

Section 7: Hours of Operation

During this phase of the reopening, the Bonfield Public Library will have the following hours of operation:

- Mondays 10a.m. to 4p.m.
- Tuesdays, Wednesdays, Thursdays 4p.m. to 7p.m.

These hours are subject to change and will be reviewed regularly (at minimum, monthly) during the changing circumstances of the epidemic/pandemic.

At its discretion, the Bonfield Public Library board may temporarily limit hours and/or services if there are insufficient staffs to maintain safe operations, cleanliness or to reduce the possible spread of the contagion. An increase in hours and services will be assessed going forward, on a regular basis, as regulations and requirements change.

Curb Side Pickup Service/ Procedure (continued)

Appendix B Possible Signage Information

Hours of Operation:

- Mondays 10 a.m. to 1:00 p.m. Tuesdays, Wednesdays, Thursdays 4 p.m. to 7 p.m. Saturdays 10a.m. to 1:00p.m.

Curbside Pickup Available

At the Bonfield Public Library, we strive to keep our patrons, staff, community, visitors and families safe at this time. Before visiting the library, be sure you can answer “YES” to the following:

- You are not in a high-risk group should you contact COVID-19.
- You are feeling well.
- You have not travelled, or you have isolated for 14 days following any essential travel.
- You have not been in contact with anyone known to have COVID-19 at work or personally in the past 14 days.
- You are willing and able to follow any, and all safety measures requested during a visit to the library. This may include physical distancing, hand sanitizer and wearing masks.

Measures may change, following the best advice of public health and government officials.

If you have any questions or concerns, please email or call the library prior to your visit.

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Thank you for helping us to contain the spread of COVID-19 and for supporting the Bonfield Public Library and the community of the Bonfield Township.

Phone: 705-776-2396

Email: bonfieldlibrary@gmail.com

Website :<https://bonfield.olsn.ca>