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| Policy Title: | Curbside Pick-up Policy | | |
| Policy Number: | RES-13 | | |
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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 curbside pick-up services for patrons of the Powassan & District Union Public Library.

Curbside pick-up occurs when the library is closed to the public, but offers curbside 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 (*RES-12 Handling of Returned Materials during a Viral Pandemic*). Staff will be provided with PPE and gloves to ensure personal safety and safe handling of items.

Section 1. Schedule for Hold Pickup

For patrons with library cards in good standing, items may be placed on hold 24/7 using our online catalogue. Patrons may also call or email (powlib@gmail.com) the library during the following hours to place holds on items:

- Monday 11:00 a.m. – 3:00 p.m.
- Tuesdays 11:00 a.m. – 3:00 p.m.
- Thursdays 11:00 a.m. – 3:00 p.m.
- Friday 11:00 a.m. – 3:00 p.m.

Patrons can place holds on up to 5 DVDs and 5 books each week from our collection and 3 books from Inter-library loan services when they are available.

Section 2: 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:

- Call the circulation desk (705-724-3618) to let us know your approximate time of arrival within our opening hours on Monday, Tuesday, Thursday and Friday. Once you arrive, if you are able, please call again to let us know you are at the library.
- Staff will record appointment times and fulfill patron requests. Staff will indicate who has handled the materials for tracking purposes.
- Materials will be set outside in plastic bags labelled with the patron’s name on outdoor tables.
- One staff member will remain in the sightline of the table to ensure patrons are gathering correct materials.

Section 3: Returning Items

- As the library remains closed to the public, all items are to be returned to the book drop on Clark St., which is accessible 24/7, or during hours of operation, in the bucket labelled 'Returns' outside of the front doors.

Staff will be emptying the book drop on a regular basis and checking items in following the guidelines established in *RES-12 Safe Handling of Returned Items during a Viral Pandemic*. If you are not feeling well and are self-isolating, please do not return items. Call the library at 705-724-3618 and we will renew items for you.

Section 4: Phone Service

The library will also offer phone service for renewing patron privileges and answering questions. Phone service will be available Monday, Tuesday, Thursday, and Friday 11:00 a.m. – 3:00 p.m.

Section 5: Fines

The library will continue to not charge any fines.

Section 6: FAQs - Curbside Service

Please call your library location with any questions you have about curbside pick-up service.

When can I pick up my holds?

Curbside service is being offered Monday, Tuesday, Thursday, Friday 11:00 a.m. to 3:00 p.m. Once you receive notice, call the library to schedule a pick up date and time.

Can I return items at the curbside service?

Items can be returned in the library drop box at our regular location (324 Clark Street) 24/7

Do I need my library card?

Yes, your library card needs to be in good standing to borrow any items from the library. Please call the library if you have any questions or issues with your library card.

What if I don't have a card?

Call the library and discuss options for acquiring a library card during closure.

Can a library staff member help me with Overdrive /Libby /computer questions?

Please call the library for your digital book and technology questions.

Can you fax or print something for me?

The library staff will offer copying or faxing services. Payment for the service can be made through an e-transfer or cash (exact amount or greater, change will not be provided)

Can I come in and use the computer?

The library continues to be closed to the public. These services are not available until further notice.

Section 7: Disclaimer

Curbside pickup, staffing, phone hours and other services may change at any time during this closure. Updates will be posted on our website and social media platforms as developments occur.

COVID-19 Disclaimer:

- Returned materials will be cleaned, and quarantined for a period of time, before being placed back into the lending collection. Although we strive to sanitize and practice safe handling of materials, The Powassan & District Union 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.

Related Documents:

Powassan & District Union Public Library **RES-14 Epidemic Pandemic Policy**

Powassan & District Union Public Library **RES-12 Safe Handling of Returned Materials during a Viral Pandemic**

Powassan & District Union Public Library **RES-05 Library Emergency and Disruption of Service Policy**