

<b>Oliver Paipoonge Public Library</b>	
<b>Category: Operational</b>	<b>Policy number: OP-20</b>
<b>Policy Title: Curbside Pick-up</b>	<b>Initial Policy Approval Date: 09/20</b>
	<b>Last Review/Revision Date:</b>
	<b>Year of Next Review: 2026</b>

The Library may provide modified services during times of publicly declared emergencies such as a pandemic. Guidance and/or directives from municipal, provincial and federal authorities will be followed to reduce risk to employees and patrons.

The Curbside Pickup Policy and Procedures have been developed to implement the Library’s Reopening Plan. The Plan was developed in response to the closure of the Library due to the COVID-19 Pandemic.

This Policy and Procedures outlines the curbside pickup service for items in the Library collection and how these services will be delivered to patrons of the Library. The Policy and Procedures also covers the distribution of other Library items such as printed documents, program supplies, interlibrary loans, or used books.

**Ordering items for Pickup**

**1. Library Collection Items:** For patrons with Library cards with good standing, items in the Library collection may be placed on hold using the Library’s online catalogue or by emailing the Library at [oplibrary@tbaytel.net](mailto:oplibrary@tbaytel.net). Patrons may also call the Library during business hours to place holds on items. Patrons can place a hold up to five DVDs and five books per week per Library card.

**2. Non-returnable items:** non returnable items such as program supplies or used books will be made directly to employees through such means as Facebook, email, or phone. Used books will be selected by employees and distributed by employees as per this Policy and Procedures. 3.

**3. Interlibrary Loans:** Loans will be made directly to employees through email or phone.

**4. Printing services:** Printing requests must be provided in an email.

**Picking up items**

*Exterior signage will be used to ask patrons to not use this service if they are self isolating, have symptoms, and to maintain physical distancing. Ground marking will be put in place to guide clients.*

*When items are picked up, a record of patrons and their pickup times shall be kept should the need for any future tracking related to virus transmission be required. Also, a record of any employees on duty who distributed the loans and items listed above will be kept as a further means to make sure all patron and employee tracking is available to health authorities should it be required.*

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**For all items listed above (Library collection, non-returnable items, interlibrary loans, and printing service):** When an order is filled, the Library will inform the patron that it is ready. Patrons are asked to notify employees of their arrival by use of a door bell. Signage outside the library reminds the public to maintain social distancing, wear a mask and to not use the service if they have symptoms of Covid-19. Employees will distribute the order by the safest manner possible as applies to each situation. Carts, tables and bags may be used as required.

Employees will follow all disinfecting protocols as outlined in the employee procedures which includes sanitizing the table, bin, doorbell if used, and facility door handles after each order is removed from the table by the patron.

### **Returning Items**

The Library remains closed to the public. Items are to be returned to the book mail drops (on the Library exterior doors) which are accessible any time.

Employees will empty the book drop on a regular basis and check items in following the guidelines established in *OP-19 Safe Handling of Returned Items during a Viral Pandemic*. Patrons will be informed that they if they are self- isolating, they should not return items. Call the Library and we will renew items for you.

### **Fines**

The Library will waive fees and fines (Board resolution, June 3, 2020).

### **Curbside Service FAQs**

#### ***When can I pick up my holds?***

The Library will contact you when your items are ready.

#### ***Can I return items at the curbside service?***

No, items can only be returned in the Library drop boxes

#### ***Do I need my library card?***

Yes, your Library card needs to be in good standing to borrow any items rom 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.

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

Please call the Library with your digital book and technology questions.

*Can I come in and use the computer?*

No, the Library continues to be closed to the public. These services are not available until further notice. *Please call the Library for updates on increased service (added)*

### **Disclaimer**

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

### COVID-19 Disclaimer

- Returned materials will be cleaned as needed, before being placed back into the lending collection.
- We are following best practice developed by the Ontario Ministry of Health:  
<https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus>