

OCPL Curbside Pickup

Brief - OCPL will provide low/no contact “curbside” pickup of library materials. They will be able to get both materials which they have reserved as well as materials that librarians will pull together for them into “blind bags”. This service will be available from 12-5PM Mon-Sat.. I would recommend this plan being reviewed by public health officials for feedback and best practices so we can adjust accordingly.

Staffing Re-Entry Concerns - New steps will be needed to ensure the health of staff while they provide these services. This will be a space for administration to begin new safety measures. Managers will take staff temperatures as they report for work. Staff who are running a fever will be asked to take a sick day and stay home until they no longer have a fever for 72 hours.

Prep for Service - *Staff will have to return 5 work days prior to offering these services.* This will allow them to return materials which have been dropped in book bins, pull materials, set up spaces in the library for the safe exchange of materials, and set up spaces and processes for quarantining incoming materials.

Quarantining Materials - ALL incoming materials must be handled by staff wearing PPE (gloves, masks). According to current findings Coronavirus can survive for up to 72 hours on plastic (like the covers that are on books, DVDs, and other library materials). The Institute for Museum and Library Services has currently contracted a study looking into the time that the virus can exist on paper and other materials. These results have not been published at this time. Until we have better clarification all materials must be isolated for 72 hours. Materials will be returned, staff shall immediately put them onto book trucks or into bins. These bins will then be closed or the book trucks will be covered with garbage bags and a note listing the time isolated will be affixed. After 72 hours has passed materials will be checked in, processed, and put back into circulation.

Preparation of Materials - Materials will be picked and placed into paper bags for patron holds. Patrons may elect to submit reserves and make the selection for what they want for themselves. They will also have the option of submitting preferences either via paper or electronically and library staff will make curated selections and place them in a bag ready for pickup based on their likes and desires. Whichever way materials are selected the bags will then be stapled shut with the patrons name (last name all caps, then first initial) on a slip of paper attached to the bag. These bags will be kept on shelves or book trucks in alphabetical order.

Movement of Materials Between Branches - The library will be able to move materials between branches and locations per our pre-existing delivery systems. No materials will be moved between locations unless they have been through the 72 hour quarantine.

Preparation of Space - Each library shall prepare a space which allows for a “walk up, walk away” interaction with patrons. Where possible vestibules and breezeways will be used as ersatz airlocks. There will be a table set up there and patrons will be able to hold up ID to the glass, have their identity confirmed. Materials will be left on a table for the patron. Staff can then

allow patrons access to the materials for them to pick up then secure the space again. In some areas this kind of space will not be pre-built but will have to be created using furniture and stanchions.

Process - Patrons will put in requests or give preferences. These shall be recorded and acted on with staff pulling materials and putting them in bags with labels for patron names. Patrons will then be called to let them know that these materials are waiting for them. Patrons will then be asked to call ahead before coming to pick up materials to confirm that the materials are waiting and that staff are prepared to hand them off. When patrons arrive they will be asked to hold ID to the window to confirm who they are, staff will then pull the bag(s) in question and leave them on a drop off spot, typically a table in the library. Patrons will receive materials and leave with little to no contact with staff in the process. All materials shall be returned via book drops and all materials shall go through the quarantine process described previously. We will designate waiting areas with social distancing guidelines so that if we have multiple patrons arrive simultaneously we can.

Staffing - It will be important that Security Staff be back to work to facilitate this process at many of our branches. Ideally library staffing would be at full current staffing with split shifts (½ staff at work, ½ staff at home, then flip for the next day) to allow staff to have minimal contact with one another and minimize staffing density while we adjust new work spaces. This will allow for having both staff back in place at work as well as maintaining social distance by allowing for staff safety and self-quarantine. This level of staffing will also allow for preparation of the space and reconfiguration of points of service. Alternatively staff can be put onto a two week in library two week at home work schedule to allow the virus to incubate and exhibit prior to returning to work. These efforts are being put into place for the safety of staff and patrons alike.

Requirements - We must have enough gloves, masks, paper bags, garbage bags, and cleaning materials to allow for the safe handling of materials which may be contagious and packaging of materials going out. We must have barriers in place and ways of directing foot traffic and flow of movement. We will also need hand sanitizer for both patrons and staff to assist in the exchange safely. As we move forward to opening the doors we will need breathguards to be in place prior to interaction with the public.

Conduct and Behavior - Patrons will be required to wear masks and practice social distancing. Libraries will be open for item pickup ONLY patrons who attempt to enter the library will be blocked and if they persist they may lose library privileges in the future. The library will reserve the right to refuse service to patrons who are not respectful of the safety precautions we have put into place.