

BROOKS FREE LIBRARY PLAN FOR CURBSIDE PICKUP PHASE

Virginia Hewitt, 5.28.20

This plan for curbside pickup service is part of a larger Brooks Free Library Plan for the Phased Resumption of Services to the Public, available on the COVID 19 section of our webpage. (www.brooksfreelibrary.org/reference/novel-coronavirus-covid-19-information/). This plan is a working document, providing a framework for Library operations and services for this phase and moving forward during the COVID19 pandemic. It will be updated as needed in response to operational considerations, directives from public health authorities and guidance from the Mass. Board of Library Commissioners.

The safety of patrons and staff members during this pandemic is our top priority so we have implemented special handling procedures for returned materials during this pandemic. Following guidelines from the Center for Disease Control (CDC), the federal Institute for Museum and Library Services (IMLS), New England Document Conservation Center and the Mass. Board of Library Commissioners the Library is quarantining all returned materials for at least 72 hours before they're handled by staff, checked in and made available to the next patron. Time is considered to be the most effective disinfectant. Once the quarantine period passes, no further disinfection is needed. This isolation period may be adjusted as updated guidance is received from the CDC, IMLS and MBLC.

Procedures for Handling of Returned Materials

- Patrons will place all items being returned into the exterior Book Drop. Items will not be handed to staff to put in the Book Drop.
- No donations of materials are being accepted. Only library materials are to be placed in the Book Drop.
- Additional rolling bins have been procured so that staff members no longer have to handle individual books, audiobooks, DVDs and other library materials when emptying the book return bins in the Book Drop Room.
- The full bin is wheeled from the Book Drop Room to the isolation area in the Meeting Room and labeled with date it's removed from the Book Drop Room.
- After the 72 hour quarantine period staff members bring the bin to a workstation where the items are then checked in. As noted above, utilizing the quarantine period eliminates the need to individually disinfect each item.

Note: CLAMS libraries have agreed to waive overdue fines during the pandemic so patrons will not incur charges caused by the quarantine of materials before check-in.

No-Contact Circulation of Library Materials (aka “Curbside Pickup”)

Curbside delivery service will more labor intensive than normal operations for several reasons. The statewide delivery service that brings items from one library to another is restarting soon but it will be weeks before the backlog is cleared and normal operations resume. Until the delivery system is back in service we will not be able to fully utilize the automated system for retrieving patron requests. Curbside pickup also requires more staff time to select items for patrons since they can't browse the collection and select materials for themselves. Initial days and hours will be limited to ensure the service is launched successfully and then expanded as we are able to do so.

- Scheduled appointments will begin June 2nd, starting with patrons who've had items on our hold shelves since before the shutdown in March.
- A mix of morning, afternoon and early evening time slots will be available.
- The initial time periods for curbside pickup are Tuesdays 3 - 7 pm, Thursdays 10 AM – 2 PM, and Fridays from 12 - 4 pm.
- Each appointment will be for a half hour window, for ex. 10 to 10:30 or 11 to 11:30. Patrons may pick up their items any time during the assigned half hour time period.
- The Town has not approved Saturday hours for curbside pickup at this time since they aren't able to provide disinfection services on Saturdays. We plan to offer Saturday service as soon as approved to do so.
- As we gain experience we'll evaluate operations and staffing requirements and the days and hours for curbside pickup will be modified and, if possible, expanded.
- We'll start accepting new requests June 1st with pickup times scheduled beginning the week of June 8th, after the backlog from the hold shelves has been cleared.
- Patrons may place requests online using the CLAMS catalog (www.clamsnet.org).
- Community members who are unable to place requests online or who don't have a specific title in mind may call the Library at (508) 430-7562 ext. 1 Monday through Friday from 10 am to 4 pm for staff assistance.
- Patrons should be prepared to leave a message if staff members are busy assisting other callers. Calls will be returned as soon as possible.
- Curbside pickup service will be limited to items available on our shelves until the delivery system resumes normal operations.
- Staff members will provide readers' advisory services to patrons, collect materials and contact patrons to schedule an appointment for curbside pickup.

- Items will be checked out, bagged, labeled with the patron's last name and placed in the staging area.
- Bags for the scheduled appointment period will be placed on tables outside the entrance on the parking lot side of the building. The building has a generous overhang so we will be able to provide this service rain or shine.
- Staff members will be available to direct patrons but pick-up will be self-service. Patrons will park their vehicles, walk to the pick-up area and collect their bag.
- Pick-up is expected to be a quick process but patrons will be asked to wait in appropriately distanced waiting spots if a line develops.
- Patrons who are unable to come to the Library due to physical limitations or those in vulnerable populations may enroll in the Books on Wheels homebound delivery service provided by the Friends of Brooks Free Library.

Note: The length of time the Library remains in curbside pickup phase will be determined by conditions in the community, our ability to handle the volume of activity, which is much higher in the summer, as well as the ability of the Town to provide cleaning and disinfection services. It is likely the Library could remain in curbside pick-up phase for weeks or months.

NEW SERVICE STARTING SOON!

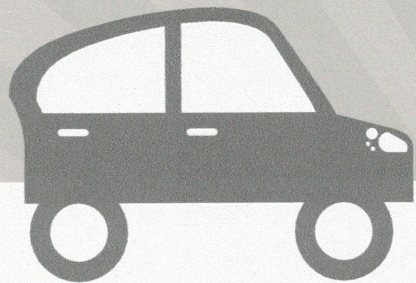
Curbside Pickup



New requests will be taken the week of June 1st!

Curbside pickup begins the week of June 8th!

Brooks Free Library
739 Main St Harwich MA 02645
508-430-7562 ext. 1
brooksfreelibrary.org



Curbside Pickup is coming to Brooks Free Library

The book drop is open!

The book drop is open for library materials only. Please no donations at this time. All returned items are being quarantined for a period of time before being re-shelved or recirculated. If you can't make it by to return materials don't worry. All due dates are extended to June 30th and no fines will accrue!

Week of June 1st- Requesting Materials Begins

You can place holds on library materials through the CLAMS online catalog or by calling the library at 508-430-7562 ext. 1. Staff are available to take calls Monday through Friday between 10 am - 4 pm. Until the delivery service between libraries resumes, requests are limited to items in the Brooks Free Library collections. New requests will be filled in the order in which they were received and staff will call you to schedule a time for you to pick up your items. We will not be able to fill unscheduled service requests so please wait for staff to call you to schedule a pickup before coming to the Library.

Week of June 8th- Curbside Pickup Begins

Staff will be taking all required precautions to ensure your materials are safe to pick up. All curbside and building staff will be wearing masks. More detailed instructions on the pickup process will be given when staff call to schedule your pickup time.

- Priority will be given to the items that have been waiting on the hold shelf since we closed on March 13th. So if you see us testing the curbside procedure during the week of June 1st, we are just clearing the hold shelf to make more room for your new requests!
- Reminder: All library patrons must wear a mask during pickup.

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