

**Curbside Pickup Procedures – Phase 2**

**Placing holds**

1. Patrons will not be able to place holds through the online catalogue. They will still be able to view the online catalogue to find titles of interest

* Non-traditional items (instruments, telescopes, museum passes, etc.) and Book Club Sets are not available for lending
* A maximum of 10 holds or titles can be requested
* A maximum of 10 items per cardholder can be checked out at one time

1. Patrons will call or email the Library HQ to request materials
2. Staff will place holds in the catalogue on behalf of the patron

* Note: It is not possible to know when items coming from other branches for holds requests will be available

**Filling holds**

1. Staff will gather items for a specific patron, using the holds availability report
2. When items have been gathered, notify the patron that their items are available for pickup
   1. Let patrons know when they can pick up their materials (the hours next day)
   2. Instruct patrons to call the branch when they arrive to pick up materials
3. Note the day and time of pickup on the request form and bundle with materials in a paper bag. Write the patron’s initials and last 4-digits of their phone number on a paper bag (e.g. BM-2584)
4. When the patron arrives for pickup, look up the patron’s account in Workflows and check items out to the patron
5. Print and staple the checkout slip to the bag and include copy notice of return procedures

**Curbside Pickup**

1. Patrons will call the branch when they arrive to pick up materials. Instruct patron where to wait and let them know they need to remain there until you are back in the building. Place the packaged materials on a table outside the entrance
   1. **Note:** if patron does not have a cell phone to call, they may honk or knock at the door upon arrival and then wait at the spot indicated
2. Signage will instruct patrons where to stand while waiting for materials. Decals will be used to mark the ground for a visual cue
3. Staff will monitor the pickup table from inside the library branch to confirm pickup
4. Hand sanitizer will be available on the pickup table for patron use. Staff will have hand sanitizer for their own use

# **After Pickup**

Staff will wipe down the tabletop and door handles following each patron interaction with disinfectant

# **Returning Library Materials**

1. Patrons who have library materials to return are required to put the material in the book drop. Staff are not to take returned items directly from the public
2. Signs with this information will be posted on the outdoor pickup tables. A post card outlining return procedures will be stapled to each bag of materials for pickup