

**Carlow/Mayo Public Library
Policies and Procedures**

Policy Type:	Operational	Policy Number:	OP-18
Policy Title:	Curbside Pick-up	Policy Approval Date:	2021
		Year of Next Review:	2025

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 Carlow/Mayo Public Library.

Curbside pick-up occurs when the library is closed to the public, but offers curbside pickup. Return of library materials will be collected through the window provided, during regular operating hours.

During a viral pandemic/epidemic, all effort will be made to thoroughly clean and sanitize materials being returned and check out to patrons. 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 (carlowmayopl@gmail.com) the library during the following hours to place holds on items:

Tuesdays 5:00pm. – 8:00 p.m., Thursdays 5:00 p.m. – 8:00 p.m., Saturday 10:00 a.m.- 4:00 p.m.

Due to loss of time for quarantining items, 7-day loans will not be renewable. Curbside Pick-up is for items located in the Carlow/Mayo Public Library collection only.

Section 2: Picking up Holds

When your hold is fulfilled, the library will contact you to inform you it is ready for pick-up. Pick-ups available 20 minutes after opening through to 20 minutes before closing to provide staff extra cleaning and preparation time. On your pickup day:

- Call the circulation desk (613 332-2544) to let us know your approximate time of arrival within our opening hours. Once you arrive, if you are able, please call again to let us know you are at the library.
- Arrive at the library front door (signage will indicate where you are to wait and the ground will be marked with appropriate social distances guidelines)
- A staff member will open the window and place your order on the windowsill.

Section 3: Returning Items

As the library remains closed to the public, all items are to be returned to the book drop provided outside during summer climate and through the windowsill during winter climate, or

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days with precipitation. Book drop will be available during operational hours.

If you are not feeling well and are self-isolating, please do not return items. Call the library at 613 332-2544 or email carlowmayopl@gmail.com and we will renew items for you.

Section 4: Phone Service & Email Service

The library will also offer phone service for renewing patron privileges and answering questions. The answering machine is available 24/7.

Email carlowmayopl@gmail.com will be monitored daily for questions and holding requests.

Section 5: Fines

The library will waive or ease fine limits at the discretion of the CEO.

Section 6. Holds Hierarchy

The order of material orders will be as follows. Materials placed on hold through JASI will be filled first. Holds on the Answering Machine will be check immediately after opening and will be filled next. Orders placed by phone will be filled after Holds and Answering Machine and Email.

Section 7: Requests

Requests for materials through the service window during operational hours are permitted. Materials requested through phone or email take priority to window service.

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 Carlow/Mayo 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.

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**Appendix A –
TEMPLATE for Computer Access During Curbside Service
(Not applicable during this time)**

As permitted by Provincial order, the library may provide limited computer access to the public. The following considerations apply:

- Social distancing standards still apply.
- A minimum of a 4 ft square space shall be provided for each library patron.
- For added protection a barrier will be installed between each computer and in the front of the library service desk.
- Sanitizer shall be available at the entry point of the library.
- The library door will remain locked and entry to the library will be made by appointment.
- Appointments may be phoned in or made and confirmed by e-mail.
- Social distancing direction will be provided both inside and outside of the library.
- Patrons will be requested to wear masks or a face covering
- Timed sessions will be available. The library will offer (2) 1-hour session sit-down computers, (1) 30-minute stand up computer and (1) personal device user area
- Late arrivals will not be granted extended time to make up for time lost.
- The library will be closed to the public ½ hour after opening and ½ hour before closing for staff maintenance and cleaning.
- At time of appointment, Staff will open the door and then proceed outside allowing the patrons to enter the library. Staff will re-enter once the entrance has cleared and relock the door.
- All computer stations will be cleaned before each patron uses them and after the final scheduled patron of the day.
- If the next time slot is empty an additional ½ hour may be granted.
- Public washrooms are not available to the public.
- Library materials may not be handled by the public.
- Signage will be used to assist with computer access.
- A signal extender will be added to assist with WiFi service.

Should a situation arise not addressed in the above list, Library staff on duty will make any necessary decisions and then document it, to allow process to be revisited at a later date for discussion.