

## Curbside Pick-Up Procedure

### Background

On April 16<sup>th</sup>, 2020 Gov. Evers extended the Safer at Home order and continued closure on non-essential businesses to the public until May 26<sup>th</sup> unless otherwise ordered. As part of this new order, however, it is stated the libraries will be allowed to institute curbside pick-up. Curbside pick-up cannot begin until the end of the first Safer at Home order, which “concludes” April 24<sup>th</sup>.

*Order 4b: Closures: Libraries.* Public libraries must remain closed for all in-person services. Libraries may not provide the following services:

- Libraries may continue to provide online services and programming, as was permitted under the Safer at Home Order.
- Libraries may begin to offer curbside pick-up of materials, only if *all the following* conditions are met:
  - All operations are performed by *one person in a room or confined space*
  - Materials are requested online or by phone before pick-up
  - A signature is not collected from the patron
  - All pick-ups are scheduled, to ensure compliance with Social Distancing Requirements as defined in Section 16 of the Safer at Home Order
- Any Essential Governmental Function (Order 12, library boards should continue to convene monthly and audit and approve the payment of all expenditures.
- Food distribution

### Procedure for Curbside Pick-Up

1. Customer can make a request for material(s) by phone during “office hours” or through email.
2. Customer will establish a pick-up appointment with the librarian. Appointment can be chosen in that same request if by phone or will be chosen in a follow-up conversation if requested by email/online form. Appointments must be a minimum of 24 hours after materials are selected for customer.
3. Librarian will select material(s) as best as the current collection allows, check material(s) out to customer on their library card, disinfect the material(s), and place them into a bag. The bag will be placed in the stairwell of the library with the customer's last name attached to the bag. The bag will sit for a minimum of 24 hours to serve as a quarantine period as recommended by the Wisconsin Department of Instruction via information from the CDC.
4. Customer will arrive at agreed upon pick-up time, the librarian will put the bag of material(s) into customer's trunk/vehicle.
5. Customer is encouraged to dispose of bag material(s) were given in, bag is not to be returned to the library. They are further encouraged to exercise safety when using and

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interacting with materials. If desired, customer may impose an additional 24-hour quarantine period in their own home before using materials.

6. Materials may be kept until the library reopens or returned at the customers leisure in the book drop next to the library front door.

### Notes

1. There is a limit of 10 print/audio materials and 5 visual materials per pick-up request.
2. Requests can be made for specific items or based on general description given to librarian. (e.g. I would like Harry Potter and the Sorcerer's Stone OR I would like a children's chapter book that contains magical/fantasy elements.)
3. Request can ONLY be fulfilled by items that are currently on the shelf in the Mondovi Public Library. Requests for materials checked out or not owned by the Mondovi Public Library will **not** be filled and will **not** be added to the patrons account.

***\*\* The above is subject to change based on when we can introduce a modified delivery schedule. Currently Winding Rivers Library System is working on beginning delivery again\*\****

4. All materials will be due back one week after the library reopens for normal business, including if the reopening has a modified hours schedule.
5. There will be a suspension of all overdue fines until June 30<sup>th</sup>, or one month after reopening, whichever is longer. (Reopening will be announced and includes if library opens for regular business with a modified schedule).

### Return of Materials

1. When items are returned and taken from the book drop, staff will place them onto a cart for 48-hour quarantine.
2. Any bags, papers, other materials returned with the items is to be discarded.
3. Staff is encouraged to practice safe practices with handling materials. Gloves will be provided and hand washing before and after handling materials is required.
4. After the 48 hours is up, materials are to be disinfected, and checked in. When checking in, be sure to select the box "Waive any fines on returned items". You do not need to back-date the checked in items.
5. When time allows, return items to proper placement on the shelves of the library.

### Ways to Request Materials

- During "Office Hours"
  - o Monday-Thursday, 10 am – 1 pm
- Via email to [mondovipl@wrlsweb.org](mailto:mondovipl@wrlsweb.org)