

## Wayne Public Library

- 1) The holds pick up needs to be run two times a day, once at 8:30 AM and once at 12:30 PM.
- 2) Hold items need to be gotten from the collection. Items are to be grouped together by cardholder making the request.
- 3) Once all items are gathered, each cardholder with an item or items will be called to schedule the pick-up of the items. We will hold onto items for 7 days. If they are not picked up in 7 days they will be reshelved. Appointments for pick up should be scheduled for between 9 AM and 4:30 PM weekdays, EXCEPT for Tuesdays, when the last appointment can be 8 PM since we will have people working Tuesday nights.
- 4) When the appointments are made for pickup, all items for that cardholder will be trapped. The items will be rubber banded together, and the day, date, and time of pick up will be written on the holds slips that go with the items. Should they designate someone else to pick up their items, that person's name should be written on the slips.
- 5) Items will be placed on the holds shelves separated by day of pickup appointment. For example, items for Monday pickup on one shelf, Tuesday on another shelf, and so on.
- 6) Each morning, the pulled items that are scheduled to be picked up on that day will be checked out to the cardholder who should be picking up that day. You will have to use the Special Due Date function to give 4 week due dates for ALL items (example, items checked out June 3 will be due July 3, etc.). Because of the PALS Plus limit that was enacted, if they have materials out currently, you may have to override upon checkout. The items will then be wrapped up in a bag (we will need to order plastic and/or paper bags beyond the small supply we currently have), with the hold slip with the patron's information taped to the outside of the bag.
- 7) As patrons arrive to pick up materials a staff member will, with gloves and mask on, take the bags out to the person's vehicle. The patron should show their library card or photo ID if they are picking up for someone else to verify who they are. The patron will be asked to open their trunk to place materials in.
- 8) Should patrons have materials to return, the staff member will take the materials and place them on the same cart as book drop materials (more on that below).

We are also opening the book drop again, so let's look at that procedure.

- 1) The book drop should be unlocked promptly at 9 AM.
- 2) Whoever is staffing the Circ desk should have the video cameras displaying the camera at the front door and at the curbside pick-up parking spots. Based on how much activity is seen on the camera in terms of people returning items in the book drop, we will see how often the book drop should be emptied.
- 3) There will always be a book cart in the foyer. When the determination is made that the book drop should be emptied, a staff member will empty the drop and place items on the cart in the foyer, while wearing gloves and mask. The cart will stay in the foyer until it is full.

- 4) Once the cart is full, a piece of paper should be taped to the side of the cart detailing what date the items were returned. The cart should then be taken into the garage and placed in the space created for the carts where the Friends' donations used to be.
- 5) The intention is to keep items in quarantine for 7 days, which is above and beyond the recommendation for services. That time might be reduced based on availability of carts and the fact that we now have the UV-C light disinfectant that should help, but should never be less than 3 days quarantine.
- 6) When items are ready to be discharged (after 3-7 days of quarantine), they will all be discharged using the "Fine Free Discharge" option under the Special menu in Workflows. Materials can then be shelved.
- 7) There will be items that will be put in transit to other libraries. I will need your help in determining what space we can use to separate out books going to other PALS libraries so once we figure out how we're going to return items to each other they're ready to go. They don't need those goofy TForce slips.