

## Brownsburg Public Library

### Curbside Service Process Master

Curbside pick-up service will be offered beginning Monday, May 11 at the Brownsburg Public Library. The process below has been put together in an effort to deliver the service with an eye to the safety of our staff and public too.

#### Operational Hours:

Monday – Thursday – 11am-6:30pm

Friday & Saturday – 11am – 5pm

Sunday – No service on Sunday but holds can be placed for the later that week.

We want to acknowledge the elephant in the room. Much of what you'll see online and in publications is discouraging this service for libraries. Why the concern -- the handling of returned materials during pick-up. ***This is why we will absolutely under no circumstances take any returns at the curbside pick-up. If patrons have items to bring back, they must be kept separate and dropped in the outdoor return.***

#### How it Works:

Patrons will use our online catalog, email us, or call us at (317) 852-3167, option 1 to place holds on items for curbside service. Patrons will be limited to 10 items/card. Items may be requested for library purchase, but Interlibrary Loan service remains unavailable.

Staff will pull pending hourly and we will assume that any held items will be for curbside pick-up (adjustments will be made to holds notices to let patrons know about the new service and pick-up hours).

Items will be checked out on the patron's card and placed in plastic bags. Holds will be put on table(s) in the in the lobby in alphabetical order for ease of picking at time of patron arrival.

Patrons may pull to the main entry for pick-up. Temporary designated signage may be installed with the phone number and extension.

Patrons will be directed to call when they arrive (we will set-up a prompt on the main line to go to the "curbside service" folks). Staff will remind the patron they should roll down their passenger side window, preferably the back seat or open their trunk for contactless delivery. Get the car type and color for verification. They do not have to show ID or their library card.

Items will be dropped in the passenger seat of the vehicle or in the trunk. Staff will not touch the patron's vehicle, so the patron must be prepared when they arrive (might be good to create some signage for a staff member to hold up in cases where the patron is unprepared).

Absolutely no returns will be accepted by the curbside delivery staff.

No other services are offered at this time – this is a one-way service.

**Staff Safety:**

Anyone working curbside pick-up should wear a mask and consider gloves. Wearing of a mask will help protect you from unexpected patron interactions (i.e. someone wandering up wanting to get into the building, questions, etc.) and models good behavior. Frequent handwashing is highly encouraged.

We will not be sanitizing the books prior to checkout. The patrons will probably do that when they get home and most of the books have been sitting on the shelves for the past 6 weeks.

Staff willing to work the curbside service will be scheduled in W2W.

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