

Alfred Box of Books Curbside Pickup Policy & Procedure

Purpose: The purpose of this document is to provide guidance to staff and the public regarding curbside services offered by the Library as part of our phased in re-opening plan.

Curbside Service: The Alfred Box of Books library will provide low/no contact “curbside” pick up of library materials. Patrons will have the opportunity to reserve specific items or ask library staff to pull items based on individual preferences, requests, or availability. Materials will be available for outdoor pick up.

Staffing: The health and safety of our staff and patrons is our top priority. For this reason, contact will be minimal. Staff will be provided with face masks and gloves to handle and distribute materials.

Curbside Hours of Availability: Requests for curbside pickup are available during regular hours of operation up to an hour before closing. Sunday: 12-3; Monday 10-5; Tuesday 12-5; Wednesday 10-5; Thursday 12-5; Friday 10-4. Any requests received outside of these hours will be processed the following day. The hour at the end of the day is reserved for staff to clean and disinfect high touch areas, personal workspaces, bathroom, and curbside pickup table.

Process: Patrons can place holds on items via STARCat. These items will initially be limited to items owned by the patron’s home library. Once Southern Tier Library System resumes delivery, patrons will be able to place holds as normal, with the understanding that STLS will be quarantining delivery items for a period of time, and not sorting in-route. This may mean slight delays in receiving items.

Patrons can also call the library with requests. 607-587-9290

Patrons can also email the library with requests. alfred@stls.org

Patrons can request specific items, or request that library staff select items based on interests and preferences.

Patrons can request Picture Book Bundles for children. When requesting a Picture Book Bundle, patrons can let staff know the ages and interests of the child(ren) or a specific topic or theme (i.e. construction, farms, ocean animals, etc).

Patrons will be required to verify their identity. Patrons may be asked to verify phone number, address, and/or library card number.

Limits: Only 25 items can be requested per day and only 1 pickup per day.

Preparation of Materials: Staff will collect materials with gloves and masks. Items will be checked out to the patron. A due date slip will be printed with due date highlighted. Items and due date slip will be placed in a paper bag.

Privacy: To protect patron privacy, the paper bag will be sealed (stapled shut). It will be labeled with last name only.

Notification: Library staff will call the patron to coordinate a pick up time.

Pick up: Bags of items will be placed on the green outdoor table for pick up. If after 30 minutes after patron's coordinated pick up time has passed and the bag is still outside, staff will bring bag inside.

Weather or Late Pick up: If patron is late for pick up and items are moved inside, or in the event of rain bagged items will be left in the foyer of the library. Patrons can ring the bright green electronic doorbell to alert staff they are outside. Staff will hand bag out wearing gloves and mask. During pickup in which staff must hand patrons the bag, we encourage patrons to wear face coverings.

Safety: When picking up items, patrons should adhere to social distancing guidelines. Markings on the ground (either cones or paint/tape lines) will designate 6 feet distances. The library is open for curbside service ONLY. Patrons will not be granted permission to enter the library for any reason.

Returns: When returning items to the library, patrons must return items via the outdoor book drop. No staff member will accept items handed directly to them.

Quarantine of Materials: Returned materials will be quarantined for up to 72 hours. During this time, items will still appear on your account. Patrons will not be charged fines during this time. Fines that should appear on a patrons account should be forgiven if accrued during quarantine period. Once the quarantine period has ended, items will be discharged from the patron's account and shelved.

Cleaning: Outdoor table will be cleaned and disinfected at least twice a day. Once will be at the end of the day.