

Massena Public Library Pandemic Policy Curbside Pickup Policy

Effective Date

August 11, 2020

Application

Patrons, staff, trustees

Statement of Purpose

Curbside service allows the library to serve patrons when the library building is not accessible to the public due to infectious disease. This service will give patrons the opportunity to benefit from library services without entering the building.

Policy

Anyone with a library card can use curbside pickup.

If a patron does not have a library card, they can link from the library website to apply for a card online. The patron will receive an email with a temporary card number that can be used for online resources and placing holds for curbside pickup. Library staff will contact the patron about their permanent card.

Available Materials

- Books
- DVD's
- CD's
- Talking Books
- Tables
- Chairs
- Lawn Games
- Puzzles

Request Materials

1. Login to your library account on the library catalog and place a hold on a library item. You must have your library card number and personal identification number available. The barcode on the back of the card is your library card number and the last four digits of your phone number is your PIN.
2. Search for materials in the library catalog and click "Place Hold" to reserve them. You may also reserve materials by calling the library. You can have up to 20 holds per library card.
3. Wait for a phone call or email notifying you that materials are ready for pickup.
4. Follow instructions for curbside or delivery detailed below.

Book Donations

The library will not be accepting book donations

Disinfecting Materials

Returned items are quarantined for 96 hours before being cleaned with a disinfectant wipe and re-shelved or released for library patron holds.

Safety Precautions

The library will take every step possible to ensure the safety of staff and patrons and will follow all safety protocols and guidance provided by the state and local health departments. It is expected that patrons follow any and all safety measures that library staff put in place. This may include, but not limited to, social distancing, mask wearing, and staying home when you are sick.

Procedures for Using Curbside Pickup

1. Place materials on hold with your library card.
2. **Once you are notified that your holds are available**, drive to the library during curbside hours (Monday-Friday, 9:00am-5:00pm) and park in the library side lot.
3. Call the library and let staff know you are here.
4. Remain in your car until a staff member places your bagged materials outside the door.

*Please don't arrive at curbside until you are notified that your materials are ready for pickup. This notification will be by phone call or email. Since we're quarantining materials for safety, this process is taking longer than normal.

Returning Library Materials

Please use the walk-up book return at the front of the building. Staff are not able to take items directly from you.

Library Holds

Once you receive a notice (by phone call or email) that your item is ready, we will hold it for 7 days. If you need an item held for longer than 7 days, please contact us by phone at (315)769-9914.

Approved: August 11, 2020, by the Massena Public Library Board of Trustees

Revised:

Reviewed by/on: