

# Library Take Out & Returns Procedures

## Checking Items In

- Book drop opens June 1
- Staff will remove items from the book drop hourly, wearing gloves and protective apron
- Items will be placed in the appropriate section; tables will have signs with day items were returned
- Items will be quarantined for 72 hours prior to check in
- Oversize items (kits) will be taken on a case by case basis

## **Filling Patron Requests-Take Out Only**

### Guidelines

- Checkout limits the same: 50 items per card; 10 DVDs; 1 binge box; etc.
- All items are checked out for four weeks
- No cash handling
- No kit check out
- Fines do **not** restrict check out ability
- Lost items must be returned or a check mailed for patrons to be allowed to check out
- Holds for patrons at other libraries do not need to be pulled

### Hold Placement

1. Calls
  - a. Same day pick up deadline is noon
  - b. Items will be pulled and checked out as soon as time allows
  - c. Inform patron of take out procedure (see "Pulling Requests" step 4)
2. SAGE Holds
  - a. Same day pick up deadline is noon
  - b. Staff will print and pull holds at 9am, 12pm, and 3pm, M-F; 9am, 12pm, Saturday
  - c. Items will be checked out on the patron's card prior to calling the patron
  - d. Staff will call patron to schedule a pick up time

### Pulling Requests

1. Pull items wearing gloves
2. Check all items out for four weeks
3. Pack items in paper bag(s), staple receipt to outside of bag, write first & last name and day of pick up with a black marker all while wearing gloves
4. Call patron if holds placed online and tell them the following.
  - a. Your holds are ready. We have these times available, what works best for you?
    - i. Write first and last name on take out schedule
  - b. Please call us or ring the doorbell at the Fourth Street (main) entrance when you arrive, then wait by the sidewalk sign. If other patrons are ahead of you, please wait on the 6' social distancing mark.
  - c. We will set out the bag with your items on the table.
  - d. Please wait until we go back inside to pick up your bag(s).
  - e. If you can't make your time, please call us back. If you don't call, we will return items to the shelf after two days.
  - f. Returns must be put in the book drop.
5. Place bag on appropriate section of table in front of the Fourth Street entrance.

## Take Out Procedure

### Guidelines

- Patrons may pick items up for others. Staff will trust that patrons are telling the truth about who they are; no showing of I.D. or library card is necessary.
- If items are not picked up after two days without contact from patron, staff will check items in.
- We are not able to take bags to patrons' vehicles unless accommodation is requested by the patron, nor can we accept returns from them directly.
- Patrons are not allowed in the building.

### Take Out

Monday – Friday: 10:30-5:30

Saturday: 10:30-3:30

1. Patrons will call or buzz the doorbell once they are here and stand by the sidewalk sign that says "Wait Here"
2. Staff, wearing gloves and mask, will place the patron's bag on the table outside
3. Patron will retrieve their bag(s)
4. Staff will sanitize doorbell if used by patron
5. Staff will check the patron's name off the schedule