

## OPERATIONS – PANDEMIC/EMERGENCY PROCEDURES Contactless Checkout

The Red Jacket Community Library has adopted this Contactless Checkout Plan to establish procedures to safely circulate materials during the COVID-19 pandemic. Precautions will be taken to reduce as many library touchpoints as possible and social distancing guidelines will be strictly enforced. However, with much still unknown about the COVID-19 virus, the safest way to access the library is through its electronic resources including eBooks, audiobooks, and magazines.

### A. GENERAL GUIDELINES

1. All staff must wear Personal Protective Equipment (PPE) when handling library materials.
2. All patrons must wear masks/face coverings when entering the library/Curbside Pickup Areas/coming in proximity of library staff and other patrons – see PPE Procedure.
3. Social distance guidelines of 6 feet between all individuals will be enforced at all times.
4. Return items should be placed in the Book Drop only.
5. If you need a library card, please call the library to make arrangements.

### B. STAFF TRAINING

1. All library staff will be thoroughly trained on the following procedures, especially proper wearing and disposal of PPE before, during, after the handling of library materials.

### C. STAFF PROCEDURES

1. Gather holds/patron requests and check out items to the patron's library card.
2. Holds should be bagged with the patron's name attached to the outside. If bags are not available, items need to be wrapped in a way that covers the titles to protect patron privacy.
3. Contact the patron to let them know holds are ready for pick-up. Provide clear instructions as to where the Pickup Area is located, how to retrieve items, and that all return items must be placed in the Book Drop.
4. Bring holds to the Pickup Area. A table in the lobby of the library will be designated as the Pickup Area.
5. The Pickup Area will be cleaned & disinfected regularly as a High Touch Area – see RJCL Cleaning & Disinfecting Policy.
6. Holds should be arranged alphabetically, on the table, in the Pickup Area with adequate space between each bag.

### D. PATRON PROCEDURES

1. Placing items on hold:
  - a. Use our online catalog to place a hold on the items you want or call the library directly.

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- b. Enter your login info or provide your library card # over the phone
- c. Patrons will be notified via email or phone when your holds are ready for pick-up.

2. Picking Items Up:

- a. Mask/face covering requirements outlined in Executive Order 202.17 will be enforced when in the library and library entrance areas.
- b. Proceed to the designated Pickup Area. Signs will be posted.
- c. Search for your name on the bag; handle only your bag.
- d. The items are already checked out to you; there is no need to visit the Circulation Desk.
- e. Once you have retrieved your holds, proceed to the exit; do not linger in the Pickup Area
- f. Patrons who cannot medically enter the library are asked to contact the library so reasonable accommodation(s) for services can be made.
- g. Items cannot be returned to the Pickup Area; the Book Drop must be used for all returns

E. ONGOING USE EVALUATION

- 1. The health and safety of the library staff and community is the top priority. Parts of this plan may be modified as more information regarding COVID-19 becomes available from the NYS Department of Health, CDC, OSHA, and local agencies.
- 2. Patrons refusing to abide by the procedures laid out in this plan may be subject to the corrective action steps as outlined in the library's Code of Conduct.
- 3. This plan will be followed until the public health threat posed by COVID-19 has been completely eliminated. Questions and concerns should be brought to the Library Director.
- 4. This procedure will remain in effect until the Library Director removes or revises it. Substantial amendments or changes will be reported by the Library Director at the next board meeting.

Revision History:

02/9/2021: Changed from a Policy to Procedure; Authority and Evaluation revised.