**Staff Process for Curbside Pickup- Front and Back Page**

**Our goal with this process is to provide our patrons with the best service that we can during this time of uncertainty. We also want to ensure the safety of our patrons and you as our staff. As things change, this process may change, please be flexible and teachable with us as we navigate through this new “normal”.**

**Morning Staff-**

1. One person (Deb, or Pat) will sit at the reference desk and take phone orders and keep up with email orders that are sent from Autumn from the [info@portagelibrary.us](mailto:info@portagelibrary.us) email address. Orders should be coming in from 9:00-12:00. Placing orders and scheduling times of pick-up will both happen at the same time. Autumn will take care of getting all of the information for the email orders before sending the request to the reference desk person for the actual gathering of materials.

**Info needed from patron to pull items**- library card number and materials they would like. If they have specifics, pull the specifics if they are at our library and currently available, if they want something more general (ex. a book about chickens, or a mystery) then let them know that you will pull something in that category for them but that they will not be able to exchange it at the time of pickup as there will be no contact, they can always arrange a pick up for a different day if they are unhappy with their selections

* + - * Orders for curbside should be placed at least 24 hours in advance.
      * Patrons have a limit of 10 items per pickup.
      * Put the patron’s information on the “Orders to Pull” sheet.
      * We cannot currently get items from other libraries to our patrons as SCLS is not running delivery. We can place holds on items for them from other libraries, but we do not know when they will be able to have these items, make sure that is conveyed to patrons when they are placing orders.

**Scheduling Pick-up (scheduled at time of order being placed)**

* + - * Be sure to fill out the form labeled “Patron Pick-up Times”
      * Patrons will pick-up holds in 15-minute intervals.
      * When scheduling a time for pick up be sure to ask if they will be doing walk up or drive up. If they are doing drive up get the color and make of their vehicle they will be using.
      * Before ending the conversation make sure to let patrons know that we are not accepting returns at this time, and we are not opening the book drop. All due dates are being extended to June 1. Even items that they pickup from curbside cannot be returned.
      * Curbside pick-ups will only be available Monday-Thursday from 1:30-4:30.

1. The opposite person (Deb, or Pat) will pull the materials for the orders. Use the sheets that are labeled “Orders to Pull” and a cart to pull and separate the different orders.
2. The children’s department will take care of pulling children’s materials and separating them on a cart by individual and labeling them with a post it note. The person who is making the calls at the reference desk will take care of calling down to children’s with the information and patrons full name. They will then place the cart outside of their entrance to be grabbed for pick-up orders. Please sanitize cart before returning.
3. When all the orders have been pulled, take the items, and check them out on each individuals card and bag the items and stick a large post-it note with the patron’s full name and barcode.

**Afternoon Staff-**

1. One person, presumably Dave, will work in the foyer and man the curbside pick-up. That way we maintain the Governors order or one person in a space.
2. Orders will be picked up from 1:30-4:30. Allowing plenty of time for set-up and clean-up.
3. First, they will take a cart and gather up all of the orders that the morning staff has packaged.
4. They will take the orders and place them in order of pickup times on the table in the lobby area.
5. They will look on the “Patron Pick-up Times” form and look at the color/make of the patron’s vehicle and bring the curbside orders out to patrons vehicles and place them on the hood of the patrons car. Patrons are being instructed to remain in their vehicle until you are back in the building.
6. If a patron is doing walk-up pick-up, them take one of the baby carts with the package and place it at the curbside on the sidewalk next to the parking stall that is by the front archway. After the patron has retrieved their items be sure to sanitize the cart.
7. After all orders have been picked up be sure to sanitize table and put forms on Autumns desk in case there are any issues with that day’s orders.
8. In the event that a patron does not pick up their materials, give the patron a call and schedule a time for them for the following day, and let them know their materials will not be held for any additional time after that.

In the case of inclement weather or patron accessibility:

There may be incidences where we have to take things on a “case by case” basis, in this event please be sure to run this by Autumn or Debbie so that we can make sure we are giving the best service possible.

In the case of inclement weather we will have to take extra caution and extra communication with patrons.

**Patrons cannot pay fines at the library during this time. \***

**I can not stress how important it is that all staff follow these guidelines, and that you do not make exceptions that go outside of these instructions. In doing so we could cause a lot more harm then good and create a lot of confusion.**