

## **CURBSIDE PICKUP POLICY**

The Sebewaing Township Library will begin offering curbside pickup for library items starting on June 15, 2020.

### **Requesting Items**

Patrons may request materials by calling the Library or placing holds on-line using the library catalog.

Books, audiobooks, DVDs, CDs and magazines may be checked out through this service.

DVD RENTALS can only be requested by calling the library. New DVD rental fees are \$2.00 for 2 days, Old DVD rental fees are \$1.00 for 2 days. Must have exact change to request a movie and late fees do apply.

### **How to Request Items:**

1. Log into your library account from the catalog page.
  - a. You can call or email us if you need help accessing your account or placing a hold. Call 989.883.3520 or email [sebewainglibrary@att.net](mailto:sebewainglibrary@att.net).
  - b. Please check that library account contact information is correct.
  - c. Go to my account
  - d. Go to notifications to change reserve availability
  - e. You can receive a phone call, text or email when a reserve is ready.
2. Search for an item in our catalog and click "Request Item" to place it on hold. A maximum number of 5 items may be held on each library card.
3. Wait for a phone call, text or email notifying you that your holds are ready for pickup.
4. Follow instructions for curbside pickup below.

## **Picking Up Items**

Curbside pickup is available starting June 12, 2020. You may pick up your holds on the following days and times:

- Mondays and Fridays
  - Monday 2 pm - 6 pm and Friday 2 pm - 5 pm.

### **Instructions for Curbside Pickup:**

1. You will be notified by phone, text or email when your holds are available for curbside pickup.
  - a. Please note that your holds are not ready for pickup until you receive a notification and the items are marked as “Ready for Pickup” in your account.
  - b. If you are renting a DVD or getting a service provided exact change will be required at the pickup.
2. Once you are notified that your holds are available, drive to the library during curbside pickup hours.
3. Park in the front of the library as close to the handicap entrance as possible.
4. Let us know that you are outside, by calling the library.
  - a. We will need your name.
5. Please remain in your vehicle. A staff member will place your bag on the sidewalk outside that door.
6. Once the staff member is locked back in the building, one person should leave your vehicle to pick your items up.
7. If you do not feel comfortable leaving your vehicle, please let the staff know and they can place your items in the trunk of your vehicle.
8. Do not leave your vehicle if another patron is picking up their items or haven't return to their car.

## **Returning Items**

## **How to Return Items:**

- 1. All items that you would like to return should be placed in the drop box at the main entrance to the building. Staff members are unable to accept items from your vehicle or at the curbside pickup location.**
2. Staff will empty the book drop once a day and quarantine the items. All returned items will be quarantined for at least three days. Due to the extended quarantine, there will be a delay in processing for returned items. Items will remain on your account until taken out of quarantine and checked back in. At check in, each cover will be wiped down with a Clorox wipe, or equivalent.

On April 1, 2020, the Sebewaing Township Library went fine free, but you are still responsible for returning your items. There are still rental fees on DVDs and overdue fines are assessed based on rental fees. We will remind you to return your items after one week overdue. Once an items is more than 30 days overdue, your account will be blocked. Items more than 60 days overdue will be considered lost and we will be you for their cost. Returning items that you have checked out allows other patrons to enjoy them (after the quarantine period, of course).

**NOTE: If you have a fever or are not feeling well, please do not come to the library to pick up your holds. Contact the Sebewaing Township Library at 989.883.3520 to let us know you cannot make your pick up.**

**Approved by the Sebewaing Township Library Board June 8, 2020**

## **PHASE 1 – CURBSIDE SERVICE STAFF DUTIES**

Monday/Friday 10 a.m. to Noon -- Check patron requests via email, computer  
Gather books  
Check them out  
Contact patrons by phone as needed.  
Bag them, stapling reserve slip on bag.  
Place on loveseat.

Monday/Friday 2 pm to 6 pm or 2 pm to 5 pm -- Staff contacted when patron outside.  
Place bag of items outside handicap door.  
Lock door.  
Patron gets out of car and picks up the books.

\*\*\*\*Staff will not accept returns, all returns must come through the book drop so they can be quarantined.

**Staff are encouraged to stay home if showing symptoms of COVID19 (or if another person in their house is showing symptoms or has tested positive). Staff will be provided with masks and required to wear them at all times of medically tolerated. Some, if not all, of the masks will have elastic loops for ears and an extender for them will be provided if needed.**