**LIBRARIES CURBSIDE PICKUP SERVICE**

**PROCEDURES**

**INTRODUCTION**

* To address the lack of access to our collections, VPL will be implementing touchless Curbside Pickup beginning May 20, 2020.
* These procedures are to be read in conjunction with the Health & Safety Guidelines for Vaughan Public Libraries Curbside Pickup Service.
* These procedures are a working document and will be updated as experience is gained and customer demand is better understood.

**LOCATIONS AND HOURS**

* Curbside service will be launched at the Resource Libraries
* The first week, branches will rotate days (i.e. CCRL Wednesday, BCRL Thursday, PBRL Friday).
* Initially, curbside pickup will be available 6.5 hours on the scheduled day. Staff will be scheduled for half an hour before the first pickup time and half an hour after the last one (e.g. if curbside is available 10:00 am-4:30 pm, then staff would be scheduled 9:30 am – 5:00pm).
* Starting the second week, the schedule will be CCRL Tuesday, BCRL Wednesday, PBRL Thursday with rotating weekend days.
* Hours and locations will be expanded over time to better serve customer demand. Expansion could include longer hours during the day, more days of the week, community libraries, and multiple branches per day.

**STAFFING**

* Each area will be responsible for staffing its resource library and generating the schedule.
* Initial staffing level is 4 staff:
* The Person in Charge who will oversee the service, ensure health and safety guidelines are followed, and provide lunch/break coverage if needed.
* 2 Information staff will provide the curbside service.
* 1 person, likely circulation staff, will answer the phone and direct calls for pickup to the other staff.
* Staffing may be adjusted in the future based on demand and experience
* Area Managers/Managers may wish to be on site.
* Backup staff should be identified in case staff are unexpectedly unavailable.
* Information staff will be scheduled for a full shift in the branch two days in a row. On the first day they will call customers and prepare bags for pickup. The second day will be the day of the pickup. Staff may also contact customers earlier while working from home or the branch.

**HEALTH AND SAFETY**

* Staff must follow all health and safety procedures at all times. In addition to existing Health & Safety procedures, see the separate document, Health & Safety Guidelines for Vaughan Public Libraries Curbside Pickup Service

**REQUESTING CURBSIDE SERVICE**

* Customers may request curbside through Ask Us! or on vaughanpl.info.
* All requests should be made through the form on the website. Ask Us! Staff speaking to customers should fill out the form on the customer’s behalf.
* The form will send emails to librarian@vaughan.ca. Emails will be sorted into subfolders automatically.
* The form on the website will have the following fields (all mandatory):
* First Name
* Last Name
* Barcode
* Email
* Phone Number (Business Hours)
* Pick-Up Branch (dropdown)
* What would you like to borrow? Staff will work to accommodate your request.
	+ - Quantities may be limited

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* Some ideas about how we can help you:
* Find books on a particular topic for you
* Prepare a selection of reading material in your favourite genre
* Select fun books to read with children
* Prepare your holds in the branch for pickup
* You can search for materials and place holds yourself by visiting our catalogue
* The form for requesting curbside service will have an introduction outlining the level of service available. A follow up notice (or email) will acknowledge submission.

**BOOKING CURBSIDE SERVICE**

* Staff assigned to a curbside shift will process booking requests the day before.
* If possible, each customer should be helped from end to end by a single staff member, from looking at the curbside request in the email librarian folder to leaving the books outside for pickup.
* Staff should call the customers requesting curbside service for their branch in date order received and book them for the first possible slot.
* Move all the emails from your branch’s Unbooked folder into your branch’s folder.
* Call the customers to confirm that the email was received.
* If the customer is not available for any of the available times on the day being booked, tell them that they will be called back by library staff the next time staff book for that branch. Move their email to the Unbooked subfolder.
* If a pickup is successfully booked, move their email to the Booked subfolder.
* One staff member will be booking on the hour/half hour (10:00, 10:30, 11:00…) and the second staff member will book on the quarter hour (10:15, 10:45, 11:15).
* The schedule is recorded on a spreadsheet in MS Teams. Spreadsheets on teams should be retained until further notice. Any paper copies should be shredded at the end of the day.
* When staff speak to a customer, they should conduct a reference/reader’s advisory interview to find out what the customer wants. Staff should encourage reader’s advisory and aim to meet customers’ needs based on the items available in branch. Customers can also arrange to pick up holds already on the shelf and staff can look for customer holds that are available in the branch.
* At this time only material in the stacks or on the hold shelf in the branch where the pickup will happen is available.
* After finding out the customer’s needs, tell them the following:
* Their items will be available for pickup at the appropriate time and branch and to arrange to be there during their designated time slot.
* Direct customers to call the branch when they arrive - 905-653-7323 and select option 2 for curbside pickup. The phone number will also be on a sign near the front door. Ask customers to have their library card ready.
* Staff will place customer items on a table outside the front door (or other location appropriate for the branch). Once staff step back from the table, indicate that customers can then take their items from the table.
* Do not return any items. VPL will extend due dates until items can be safely processed, with updates to be provided by website and social media.
* To maintain social distancing, customer’s barcodes will be recorded during the booking process and confirmed when they arrive. In case of any discrepancies mark items claimed never borrowed.
* In the case of any challenges with customer records show flexibility in getting to “yes”.
* Although there are no firm limits for the number of items customers can borrow curbside, staff can limit requests that are too difficult to process (e.g. more than can physically be carried) or that would unreasonably impact our ability to help other customers (e.g. “I want all your cookbooks”).

**PREPARING ITEMS FOR CURBSIDE PICKUP**

* If possible, items should only be handled by a single staff member. Staff should carry items in their hands or use a cart or basket and not brace them off their body.
* Staff will be in the branch the day before the appointments to prepare items.

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* Staff should locate items as appropriate and check them out to the customer using the barcode recorded during the phone interview. Staff working at an information desk should use the barcode scanner or enter the numbers manually. Although the RFID tag will set off the alarm it is more important to maintain social distancing.
* If a customer with a curbside booking requests an item with an untrapped hold or if you select an item with an untrapped hold then check it out to the customer for curbside pickup. If a hold is already trapped it should be reserved for the customer with the item on their record for pickup.
* All items should be placed in a purple VPL bag. Label the bag with the last five digits of the customer’s barcode and pickup time.

**CURBSIDE PICKUP**

* Prepare a table outside the library with a sign that tells customers who are there for their curbside appointment to call 905-653-7323 and select option 2 for curbside pickup (Marketing to provide).
* One staff member will answer the phone. They will forward calls on to the staff delivering the material.
* Staff delivering material should wait at the front door for the customer (or as close as possible while accessing a phone). When speaking to customers, remind them:
* Please do not approach the staff or the table while your items are being placed on the table.
* Once staff have stepped back from the table, please pickup your items from the table.
* Please do not leave anything on the table.
* After speaking to the customer, staff should leave their items on the table outside and step back from the table~~.~~
* Once staff step back from the table, customers will approach the table and pick up their items
* When a customer leaves, staff will wipe the table with disinfectant.
* At all times a physical distance of 2 meters or 6 feet will be maintained.

**FAQs**

* **Can customers come without an appointment?**
* No, our primary concern is to maintain social distancing and keep everyone safe. We do not want to encourage congregating in the parking lot.
* **Can items be shipped from other branches?**
* Not at this time. We hope to restart the courier when it is safe to do so.
* **Can materials requested through the online catalogue be picked up?**
* Holds at the pickup location that were ready for pick up as of March 15 can be picked up.
* Requests not ready as of March 15 will not be available for curbside pickup, unless the material is available at the pickup location where staff can access it.
* **Can customers return materials?**
* We do not want to encourage returns until we know how to safely handle them. If customers wish to place items in the book drop do not stop them, but do not accept returns from customers.

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