



COVID-19 MICRO-CLUSTER WALK-UP AND CURBSIDE SERVICE PLAN

The State of New York (NYS) has put in place a *Micro-Cluster Strategy* which identifies areas of NYS experiencing a concerning increase in COVID-19 spread. These areas are identified as *Micro-Cluster Focus Zones*: Red Zone, Orange Zone, or Yellow Zone.

The Buffalo & Erie County Public Library (B&ECPL) has established a COVID-19 MICRO-CLUSTER PLAN (PLAN) for the continuation of operations for the Central Library and Buffalo Branch Libraries. The PLAN defines the level of library services allowable in a Library located in the defined area which is placed in a *Micro-Cluster Focus Zone*.

Walk-up and curbside services will be put into practice, as practicable, at a Library which is located in an Orange Zone.

The B&ECPL COVID-19 REOPENING SAFETY PLAN will continue to be enforced.

The B&ECPL will cooperate with New York State, Erie County and local government officials.

Operations Process:

1. Library Administration will notify the Buffalo Branch Manager and/or Department Head of the Orange Zone designation by NYS;
2. In-library public service operations will cease;
 - a. Staff may report to the designated Library, may be assigned to work at alternate worksite locations, or may, as determined by Library Administration, be assigned to work remotely;
 - b. Staff will print and place signage on doors that reads: "This Library has been identified as being in a *NYS Micro-Cluster Orange Zone*. Per *NYS Micro-Cluster Strategy* and B&ECPL's *COVID-19 Micro-Cluster Plan* this Library will remain closed until further notice. Walk-up and/or curbside service will begin at this location on [DATE]. Please call [LIBRARY TELEPHONE NUMBER] for information."
 - c. Drop box will remain open;
 - d. Request lists will continue;
 - i. Items will be pulled and shipped to any library not located in a Red Zone;
 - e. Website will be modified to reflect changes;
 - f. Media will be notified.
3. Library Administration will determine if walk-up and/or curbside operations are feasible at the Library, and if so:

- a. Walk-up and/or curbside service hours will be provided;
- b. Walk-Up/Curbside Service Kit (KIT) will be distributed to the Library. The KIT will contain:
 - i. Signage: Walk-up/Curbside HOURS of OPERATION
 - ii. Signage (for sandwich boards): Walk-up/Curbside Service Available HERE!
 - iii. Signage: Please have your Library Card or Photo ID ready;
 - iv. Supply of paper bags;
 - v. Walk-up/curbside instructions for patrons.

Walk-Up/Curbside Procedures:

Library Preparation:

1. Library Administration will secure permission from local municipality for curbside service if traffic flow on local street(s) impacted (Central Library, Crane Branch and E. Clinton Branch);
2. Library Administration will distribute KIT to Library;
3. Staff will place signage from KIT at appropriate locations;
4. Buffalo Branch Manager and/or Department Head will schedule staff for walk-up and curbside services, materials retrieval, and processing, as well as handling returns (materials may be picked up and/or returned at both walk-up/curbside services);
5. For walk-up service, staff will designate a specific indoor location, preferably in a vestibule or just inside the main library access door, for pickup and return of materials;
 - a. Place table/desk in pickup location;
 - b. Place signage accordingly.
6. Staff will accept telephone and online requests for materials;
 - a. Provide open hours for walk-up and curbside services;
 - b. Set appointment with patron for walk-up and/or curbside pickup of library materials;
 - c. Prepare materials including:
 - i. Material selection/retrieval;
 - ii. Check out materials to patron's account;
 - iii. Place checked out items into paper bag;
 - iv. Label bag with patron's name and date/time of anticipated pickup;
 - v. Place bag in designated area.
7. When patron arrives, staff will follow Walk-Up or Curbside Procedures (below).

Walk-Up Procedure:

1. Patron arrives at designated walk-up location of the Library;
2. Patron calls Library on arrival;
3. Staff acknowledges/greets patron;
 - a. If necessary, remind patron to wear a facial covering (mask);

4. Patron places library card or photo ID on designated table/desk and steps away from table/desk;
5. Staff reviews identification and compares it to the information attached to bag of library materials;
6. Staff places the bag of library materials on the table/desk and steps away from table/desk;
7. Patron retrieves materials;
8. Patron may leave returned materials at this time;
9. Staff processes returned materials according to *Handing Materials During COVID-19 Procedure*;
10. Staff cleans/disinfects the table/desk in between each patron using walk-up service.

Curbside Procedure:

1. Patron arrives at Library, parks in designated curbside location;
2. Patron calls Library on arrival;
3. Staff acknowledges/greets patron;
4. Staff reminds patron to:
 - a. Open the trunk of their vehicle or the window of an unoccupied seat;
 - b. Hold their library card or photo ID up to the driver-side window of the vehicle;
 - c. Wear a facial covering (mask), and
 - d. If returning items, place them in the trunk of the vehicle or an unoccupied window seat.
5. Staff reviews identification and compares it to the information attached to bag of library materials;
6. Staff places the bag of library materials in the trunk of the vehicle or on an unoccupied window seat and retrieves materials being returned, if applicable;
7. Staff confirms completion of transaction and thanks patron for using the Library;
8. Staff processes returned materials according to *Handing Materials During COVID-19 Procedure*.

PATRON INFORMATION - FAQs

Walk-up/Curbside Service at a Library in a Micro-cluster Orange Zone

1. What materials can I borrow/pickup from a Library with walk-up/curbside service?

- Any circulating item currently available to check out at the Library offering walk-up/curbside service (for example, status is not: *Checked Out, On Hold, or Being Transferred Between Libraries*) in the online catalog.
- Requested items for which you received an “available” or “ready for pickup” notice via email or telephone.
- Requested items identified as “ready for pickup” in your [My Account](#).

Be sure to make a pickup appointment by calling the Library.

2. Am I able to request materials from another library be sent to a Library with walk-up/curbside service?

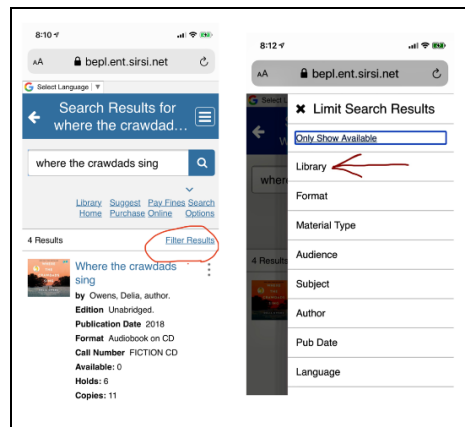
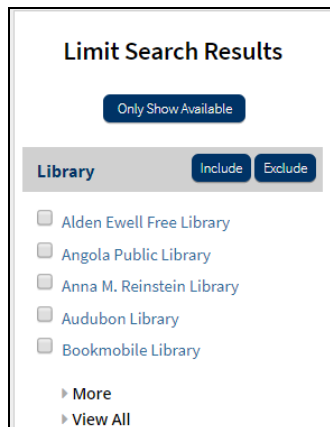
Yes, you may place a request on any circulating item in the B&ECPL’s online catalog <https://bepl.ent.sirsi.net> and request it be sent to the Library offering walk-up/curbside service. You may also call any library to place a request on your behalf. Once the request is placed and the material is ready for pickup:

- You will receive an “available” or “ready for pickup” notice via email or telephone.
- You also able to check the status of your request in your [My Account](#).

Be sure to make a pickup appointment by calling the Library.

3. How can I find materials to borrow from a Library with walk-up/curbside service?

Search the Library’s online catalog at <https://bepl.ent.sirsi.net> for items you would like to pick up (see below), or call the Library for assistance.



4. What if I don't know what library materials (books/CDs/DVDs) to check out? Can the library suggest materials for me to check out?

Yes.

Please call the Library and we will put together a surprise book bag for you or members of your family. Just let us know which genre you prefer and our well-read staff will choose up to 5 items (books/CDs/DVDs) for adults and young adults and up to 10 for younger children.

5. Do I need an appointment to pick up my materials from a Library with walk-up/curbside service?

Yes.

For circulating items currently available to check out at the Library, please call the Library to arrange a pickup.

For items requested from other libraries, once you receive an "available" or "ready for pickup" email or phone notice, or see "ready for pickup" in your [My Account](#) please call the Library to schedule a pickup.

When scheduling a pickup, you will be asked for:

- Your library card number; and
- The make/color of your car (if applicable).

Note: Your account must be in good standing (i.e. Fines/fees \$10 or less and 15 or fewer overdue library items) to request and/or borrow materials.

6. What do I need to bring with me when I pick up my materials?

- Your library card or a photo ID; and
- You must wear a facial covering (mask).

7. How do I pick up materials at a Library with walk-up service?

When you arrive at the Library for your scheduled appointment, please:

- a. Call the Library to let us know you have arrived;
- b. Wearing a facial covering (mask), enter the Library at the entrance designated for walk-up library service;
- c. Place your library card with numbers face up or your photo ID on the table labeled Walk-up Service. Please then step back 6 feet.
- d. Staff, using social distancing and health and safety measures including but not limited to wearing masks and gloves, will view your identification and compare it to the information attached to your bag/bags of items.
- e. Staff will place the bag/bags of library materials on the table and step away from the table.

- f. Once staff steps away from the table, please step forward to retrieve your bag/bags of items.
- g. All materials in the bag/bags are already checked out. A receipt, which includes the due date of each of the materials, will be included in the bag.

8. How do I pick up materials at a Library with curbside service?

When you arrive at the Library for your scheduled appointment, please:

- a. Park in the designated parking space.
- b. Call the Library to let us know you have arrived.
- c. Open your trunk or the window of an unoccupied seat.
- d. Wear a mask or face covering.
- e. Hold your library card or photo ID up to the driver-side window of the vehicle.
- f. Staff, using social distancing and health and safety measures including but not limited to wearing masks and gloves, will view your identification and compare to the information attached to your bag/bags of library materials.
- g. Staff will place the bag/bags in the trunk of your car or on an unoccupied window seat.
- h. All materials in the bag/bags have already been checked out. A receipt, which includes the due date of each of the materials will be included in the bag.

9. Am I able to return items to a Library with walk-up/curbside service?

Yes.

Materials may be returned at both walk-up and curbside service locations. Please leave materials to be returned on the table/desk for walk-up service or in your trunk/unoccupied window seat for curbside service. You may also return items to any open B&ECPL library drop box.

Note: Items will remain on your account after you return them, for a quarantine period. Returned library items are being quarantined to ensure the safety of our patrons and staff. Items returned on time will not accrue any fines and fees.

Thank you for using the B&ECPL!