



Clarence Public Library
Three Town Place
Clarence, New York 14031
716-741-2650

CLARENCE PUBLIC LIBRARY COVID-19 MICRO-CLUSTER 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 Clarence Public Library (CPL) has established a COVID-19 MICRO-CLUSTER PLAN (PLAN) for the continuation of operations. 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.

Curbside service will be put into practice, as practicable, if the CPL is located in an Orange Zone.

The Clarence Public Library COVID-19 REOPENING SAFETY PLAN will continue to be enforced.

The Clarence Public Library will cooperate with New York State, Erie County and local government officials.

Operations Process:

- The Library Director will notify the Clarence Public Library Board of Trustees of the Orange Zone designation by NYS;
- In-library public service operations will cease;
 - Staff may report to the CPL or, as determined by the Clarence Public Library Director, be assigned to work remotely;
 - 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 the CPL's COVID-19 Micro-Cluster Plan this Library will remain closed until further notice. Curbside Service will begin at this location on [Date]. Please call [716-741-2650] for information.
 - Drop box will remain open
 - No material donations will be accepted at this time;
 - Request lists will continue;
 - Items will be pulled and shipped to any library not located in a Red Zone;
 - Website will be modified to reflect changes;
 - Media will be notified.
- The Library Director will determine if curbside operations are feasible at the Library, and if so:
 - Curbside service hours will be provided;
 - Signage: Curbside HOURS of OPERATION



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- Signage (for sandwich boards): Curbside Service Available HERE!
- Signage: Please have your Library Card or Photo ID ready;
- Supply of paper bags;
- Curbside instructions for patrons.

Curbside Service Procedures:

- The parking lot area curbside in front of the employee entrance shall be designated as the curbside pickup area; signage and orange cones with arrows will be placed to direct traffic flow and let patrons know where to park their vehicle for curbside pickup.
- The Director will schedule staff for curbside services, materials retrieval and processing, as well as handling returns; (materials may be picked up and /or returned during curbside service; patrons who just need to return items will be encouraged to use the drive-up drop box;
- Staff will set up a shelf in the staff workroom to accommodate curbside orders ready for pickup;
- Staff will accept telephone and online requests for materials; telephone requests will be accepted during open hours; online requests can be made anytime and will be processed during staff work hours.
- Staff will provide open hours for curbside service; and set appointment with patron for curbside service; and prepare materials including:
 - Taking/Fulfilling Orders:
 - Material selection/retrieval;
 - Check out materials to patron's account;
 - Place checked out items into paper bag;
 - Label bag with patron's name and date/time of anticipated pickup;
 - Place bag on designated shelf in staff workroom;
 - Delivering orders curbside:
 - Patron arrives at designated curbside location at the Library;
 - To ensure the proper items are being delivered delivery staff should consult the make, model and color of vehicles listed on pickup sheets in the appropriate timeslot.
 - When delivery staff has visually matched a vehicle to an order, they are responsible for delivering the materials to patron's car.
 - Staff acknowledges/greets patron;
 - Staff reminds patron to:
 - Open the trunk of their vehicle or unoccupied window seat;



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- As per the directions provided by staff confirming the order, patron should be aware that they must show either their photo ID or back of library card at the driver-side window;
 - Staff and patrons shall wear a facial covering, and
 - If returning items, place them in the trunk of the vehicle or an unoccupied window seat.
- Staff reviews identification and compares it to the information attached to bag of library materials;
 - Staff places the bag of materials in the trunk of the vehicle or on an unoccupied window seat and retrieves materials being returned, if applicable;
 - Staff confirms completion of transaction and thanks patron for using the library.
 - Staff processes returned materials according to *Handling Materials During Covid-19 Procedure*.