



## COVID-19 MICRO-CLUSTER WALK-UP 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 Town of Collins Public Library (ToCPL) has established a COVID-19 MICROCLUSTER PLAN (PLAN) for the continuation of operations for the Town of Collins Public Library. The PLAN defines the level of library services allowable in the Library if 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 the Library if 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. The Library Director will check on the Orange Zone designation by NYS daily;
2. In-library public service operations will cease (patrons are not allowed into library building);
  - a. Staff may report to the designated Library, or may, as determined by Library Director, 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 ToCPL'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: items pulled and shipped to any library not in a Red Zone;
  - e. Website will be modified to reflect changes;
  - f. Answering machine message and LED Sign will be updated with information;
  - g. Media will be notified.
3. Library Board and Director will determine if walk-up and/or curbside operations are feasible, and if so:
  - a. Walk-up and/or curbside service hours will be provided;
  - b. We will request from CEN:
    - i. Signage Walk-up/Curbside Service Available HERE!
  - c. We will also post or have ready the following:
    - i. Signage: Walk-up/Curbside HOURS of OPERATION
    - ii. Signage: Please have your Library Card or Photo ID ready;
    - iii. Supply of paper bags;
    - iv. Walk-up/curbside instructions for patrons;
    - v. Phone request print outs.

## Library Preparation:

1. Staff will place signage for walk-up hours and any other signage at appropriate locations;
2. Library Director will schedule staff for walk-up services, materials retrieval, etc.
3. For walk-up service, staff will designate a specific indoor/outdoor location (weather dependent), under the entryway or just inside the vestibule, for pickup and return of materials;
  - a. Place table in pickup location;
  - b. Place signage accordingly.
4. Staff will accept telephone, email, and online catalog requests for materials – priority will be given to calls, then emails in the order received.
  - a. Calls:
    - i. Use the print out list to write up any info on items for patron.
    - ii. Check SIRSI for availability as patron asks for items availability. (& Libstats!)
    - iii. Gather check out info: Name, Card #, Pick Up person.
    - iv. Allow enough time to gather all the items before pick-up time.
    - v. Let patron know if there is/will be any fees on their account. We can take fees, but request exact change if possible.
    - vi. Ask if patron would like to be notified if we cannot find item on the shelf.
    - vii. Check for available pick up times, try to have at least 30 minutes before pick up time. Update Google Doc with pick up info. If there are popular times, we can add additional spots, as long as we can keep up with filling patron requests.
    - viii. Patron can make appointment for that day or the next day we are open. Remind them they must have their ID/lib card and must wear a mask.
  - b. Emails:
    - i. Regularly check request email for new requests.
    - ii. Check for items in SIRSI (and enter Libstats).
    - iii. Once you have found items, call patron to set up a pick up time, as above. Let them know if you weren't able to find an item.
    - iv. Remind them about pick up procedure, CARD/ID, and MASK!
  - 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.

## Walk-Up Procedure:

1. Patron arrives at designated walk-up location of the Library;
2. Patron calls Library on arrival, or sets up pick up time when making reservation;
  - i. Patron is reminded to bring their ID or library card, and to wear a mask
3. Staff acknowledges/greets patron;
4. Patron places library card or photo ID up to glass on door on sign;
5. Staff reviews identification and compares it to the information attached to library materials;
6. Staff places the bag of library materials on the table/desk and steps out of airlock;
7. Patron enters airlock and retrieves materials;
8. If the Patron wishes to pay any fees, they should leave their ID and the money in the designated container. Once the patron leaves the airlock, the staff member may enter and retrieve the money, pay fees in the computer and return the ID, change and receipt to patron via the same method as a material pick up;
8. Patron must leave returned materials in the book drop only;
9. Staff cleans/disinfects the table/desk in between each patron using walk-up service.

## PATRON INFORMATION - FAQs

### Walk-up Service at Collins 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 Collins Library (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 Collins Library?
  - 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 Collins Library.
  - You will receive an “available” or “ready for pickup” notice via email or telephone.
  - You are 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 service?
  - Call the Library at 532-5129 to ask about items
  - Email requests to [colrequests @ gmail.com](mailto:colrequests@gmail.com) and wait for a call from the library that your items are ready for pick up.
  - Search the Library’s online catalog at <https://bepl.ent.sirsi.net> for items you would like to pick up.
  
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 bag for you or members of your family. Just let us know which genre you prefer and our AWESOME 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 walkup/curbside service?
  - Yes.
  - For circulating items currently available to check out at the Library, please call or email 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.
  - 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.
  
5. 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).

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

- When you arrive at the Library for your scheduled appointment, please:
- Call the Library to let us know you have arrived;
- Wearing a facial covering (mask), approach the Library at the entrance designated for walk-up library service;
- Place your library card with numbers face up or your photo ID on the glass door so our staff can see the card number.
- Staff will place the library materials on the table and step away from the table, out of the vestibule.
- Once staff steps away from the vestibule, please enter to retrieve your items.
- All materials are already checked out. A receipt, which includes the due date of each of the materials, will be included.

7. Am I able to return items to a Library with walk-up service?

- Yes. Materials may be returned to the drop box next to the entrance at any time. 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 to ensure the safety of our patrons and staff. Items returned on time will not accrue any fines.

8. Am I able to pay any fines or fees?

- Yes.
- You can also bring cash and your ID or Library Card to pay them at the Collins Library during your pick up appointment (exact change is best).
- You can pay fines online if it is over \$5 from [www.BuffaloLib.org](http://www.BuffaloLib.org) or directly at <https://pf.buffalolib.org/eCommerceWebModule/Home> .

Thank you for visiting the Town of Collins Public Library!