



Buffalo & Erie County Public
LIBRARY
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 Aurora Town Public Library has established a COVID-19 MICRO-CLUSTER PLAN for the continuation of operations for the Library. 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, when the Aurora Town Public Library is located in an Orange Zone.

The AURORA TOWN PUBLIC LIBRARY REOPENING and SAFETY PLAN will continue to be enforced.

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

Operations Process:

1. The Library Director will notify the Board of Trustees of the Orange Zone designation by NYS;
2. In-library public service operations will cease;
 - a. Some staff will be assigned to report to the Library, or to work remotely by the Director;
 - 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 Aurora Town Public Library’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 (716) 652-4440 for more information, or visit our website at www.buffalolib.org”
 - c. The drop box will remain open
 - d. Materials “holds” will continue;
 - e. Items will be pulled and shipped to any B&ECPL System library not located in a Red Zone;
 - f. The website will be modified to reflect any changes;
 - g. The media will be notified.
3. The Director and Board of Trustees will determine if Walk-Up and / or Curbside operations are feasible at the Aurora Town Public Library, and if so:
 - a. Walk-up and/or curbside service hours will be shared with the public;
 - b. Signage will be made to advertise Walk-Up and / or Curbside Services as well as the Library’s hours of operation;

- c. A supply of paper bags will be ordered through the B&ECPL Business Office;
- d. Walk-up / Curbside procedures will be provided to patrons.

Walk-Up / Curbside Procedures:

Library Preparation:

1. The Director will schedule staff for walk-up and curbside services, materials retrieval, and processing, as well as handling materials;
2. For Walk-Up Service, the Director will designate the vestibule at the entrance on Main Street for pickup of materials. Staff will:
 - a. Place table in pickup location;
 - b. Place signage accordingly.
 - c. accept telephone and online requests for materials;
 - d. Provide open hours for walk-up and curbside services;
 - e. Set appointment with patron for walk-up and/or curbside pickup of library materials;
 - f. 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 *Walk-Up Service Pickup Order Form*
 - v. Place bag in designated location.
3. When patron arrives, staff will follow Walk-Up and / or Curbside Procedures below:

Walk-Up Service

A pilot program to safely get books, movies, and more from the Aurora Town Public Library! Please be understanding and flexible as we learn how to best deliver this new service to you.

When Can I Walk-Up?

- Walk-Up Service will run Monday and Friday, 10:00 a.m. – 5:00 p.m. and Tuesday through Thursday, 10:00 a.m. until 6:00 p.m.
- Calls for orders will be accepted between the hours of 10:00 a.m. and 4:30 p.m., Monday through Friday.

Who Can Participate?

Anyone with a Buffalo & Erie County Public Library card in good standing (i.e. Fines/Fees \$10 or less and 15 or fewer overdue library items)

What Materials Can I Borrow and Pickup?

To find out what items are available at the Aurora Town Public Library you may search the library's online catalog at <https://www.buffalolib.org>. Click on "CATALOG"; use "Advanced Search", and under "Additional Limits" select "East Aurora Library".

Currently, we are unable to accommodate the transporting of items from one B&ECPL library to another. Only items that are available at the Aurora Town Public Library will be available for Walk-Up Service.

How Does Walk-Up Work?

1. After you have confirmed in the catalog what is available at the Aurora Town Public Library, order online at <https://tinyurl.com/y74r29ql> or call (716) 652-4440.
 - a. Limit 5 items per library card/per day.
 - b. You will be contacted once your order is ready to schedule a pickup time. Orders are fulfilled in the order they are received. The Library will strive for a 24 hour turn around whenever possible.
2. If you currently have hold items "ready for pickup" and were previously notified, please call the Library to schedule a pickup time.
3. When scheduling a Walk-Up pickup time, you will be asked for your library card number, and items will be checked out on your account at that time.

Walk-Up Procedure

1. Arrive at the designated date and time. Before getting out of your car, call the Library to confirm your name. If you do not have a cell phone, let staff know when placing order.
2. Come to the front entrance of the Library on Main Street.
3. Wear a mask or face covering and wait outside.
4. Show library card number or photo ID through the glass door.
5. Staff, using social distancing and health and safety measures including but not limited to wearing masks and gloves, will compare to the information attached to your items.
6. The staff member will leave your items on the table in the foyer.
7. When staff member goes back into the Library, you may enter the foyer to pick up your materials and leave.

What If I Am Unable to Walk-Up to the Library?

In extenuating circumstances, if you are unable walk-up to the Library, a staff member can deliver the items to your vehicle. Please request this accommodation when you place your order.

1. Park in a designated space in the rear of the Library.
2. Call the Library when you arrive and confirm your name.
3. Wear a mask or face covering and stay in your car.
4. Pop your trunk or have the passenger side window open.
5. Display your Library card number or photo ID. A staff member using social distancing as well as health and safety measure including, but not limited to wearing masks and gloves will place the items in your trunk or car.

Where and When Do I Return My Items?

1. You may return items to the Aurora Town Public Library book drop, or any open B&ECPL book drop.
2. The due date of your materials can be found on your receipt, or by logging into “My Account” to see when your items are due. To keep your items longer, renew online or call the Library.
3. After you return your items, they will remain on your account for 96 hours in quarantine for the safety of our staff and patrons. All items will be backdated 4 business days so that materials returned on time will not accrue any fines. Regular circulation rules apply.

What Should I Do if Your Phone Line is Busy?

Please call back. Walk-Up orders are taken in the order they have been received. Due to limitations on staff and a high volume of calls, we cannot take orders via voice mail. Thank you for understanding.

How Do I Pay My Fines?

Patrons can use a credit card to pay fines and fees online 24/7 at www.buffalolib.org by logging into Pay Fines Online with your library card number. MasterCard, Visa and Discover are accepted. A minimum payment of \$5.00 is required. Full or partial payments may be made. Log into “My Account” to find the total fines and fees due. The total due excludes fines for overdue items that have not yet been returned.

Need Assistance?

Call the Library at (716) 652-4440 for help.

Adopted by the Aurora Town Public Library Board on November 17, 2020.