



ORCHARD PARK PUBLIC LIBRARY

S-4570 S. Buffalo Street

Orchard Park, New York 14127-2989

Phone: (716) 662-9851 FAX: (716) 667-3098 email: opk@buffalolib.org

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 Orchard Park Public Library has established a COVID-19 Micro-Cluster Plan for the continuation of operations for the Orchard Park Public Library. The COVID-19 Micro-Cluster Plan defines the level of services allowable in a Library located in a defined area which is placed in a *COVID-19 Micro-Cluster Focus Zone*.

Walk-up and curbside services will be put into practice, as practicable at the Orchard Park Public Library if it is designated as located in an Orange Zone.

The Orchard Park Public Library COVID-19 Reopening Safety Plan will continue to be enforced.

The Orchard Park Public Library will cooperate with the Buffalo & Erie County Public Library (B&ECPL), New York State, Erie County and local government officials.

Operations Process:

1. Orchard Park Public Library Staff will be informed of the Orange Zone designation by NYS.
2. In-library public service operations will cease;
 - a. Staff may report to the Orchard Park Public Library or may be assigned to work remotely;
 - b. Staff will print and post signage on entry doors that read: "This library has been identified as being in a NYS Micro-Cluster Orange Zone. Per NYS Micro-Cluster Strategy and Orchard Park Public Library's COVID-19 Micro-Cluster Plan, the library will remain closed until further notice. Walk-up and/or curbside service will begin at this location [DATE]. Please call 662-9851 for information.";
 - c. Drop box will remain open;
 - d. Request lists will continue to be generated;

- 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. Community will be informed.
- 3. Walk-up and/or curbside operations will be put into practice as feasible at Orchard Park Public Library:
 - a. Walk-up and/or curbside service hours will be provided;
 - b. Walk-up and/or curbside guidance will be deployed including:
 - i. Signage - hours of operation;
 - ii. Instructions for patrons;
 - iii. Supply of paper bags.

Walk-up/Curbside Procedures:

Requesting material for pickup:

1. Patrons can call the library to request material for curbside pick-up. When a patron calls, staff will access the patron's account:
 - a. Library Card Number (in absence of library card number please confirm birth date and address)
 - b. First & Last name of patron
2. Staff member must confirm patron has an account and that it is in good standing (ie. Fines/Fees \$10 or less and 15 or fewer overdue library items). If account is not in good standing, inform patron they may pay fines and fees online.
3. If a patron's account is in good standing, staff can use the library catalog to look up FIVE items or fewer per patron. If the catalog says that an item is on our shelf and available for check out, staff may move on to searching for the next item on the patron's list. If an item is unavailable, inform the patron and ask if they have any alternatives.
4. Once all items have been searched in the catalog, confirm with patron what time **that same day** they would like to pick up their items. ****Disclaimer: if a book can't be found on the shelf, the requested book will simply not show up on the receipt or in the bag, there will be no substitutions and the patron will not be contacted****
5. A blue request slip will record the patron's first & last name, last four digits of the library card number and the items for pick up.
6. Staff may now search for the patron's requested material. Once all items are found, they will be checked out to patron. The receipt will be attached to the bag.
 - a. If an item cannot be located on the shelf staff will not substitute another item or call the patron back.

Requested material pick-up procedures:

Patrons and staff must wear face coverings for all transactions.

1. Upon arrival to pick-up requested items, patrons will call the library to say they have arrived, or they will ring the doorbell to indicate they have arrived. Patrons may be walk-up, or drive-up. Staff must ask for the patron's first and last name, and if the patron is doing drive-up service, staff may ask make and model of vehicle.

2. Drive-Up Procedure

- a. Staff will retrieve patron's materials and go out to the patron's car.
- b. Once staff is at the patron's car, staff will indicate for patron to display their library card number or their photo ID so staff can verify the patron's identity. Staff may also advise patron to roll down the window of an unoccupied passenger seat or pop their trunk. The patron should not get out of the car during any part of the transaction.
- c. Once the patron's identity has been verified staff will deposit the materials in the window or trunk of the patron's car.

3. Walk-Up Procedure

- a. Staff will retrieve patron's materials and go outside.
- b. Staff may indicate for patron to display their library card number or their photo ID so staff can verify the patron's identity and transfer the items to the patron.

NOTES:

- Returned library items will be quarantined and will remain on a patron's account for a minimum # of hours, to be determined on the System level, to ensure the safety of our patrons and staff. Items returned on time will not accrue any fines and fees.
- Items may be returned to any library with an open drop box.
- While item quarantine remains in force, items should only be returned in the drop box.