

## Curbside Pickup Procedure

1. Patrons request items (up to 10 per patron) that are currently in at our facility either by phone or online. Instructions to search specifically for items on the shelf at Strathmore will be posted on our website.
2. Staff work to pull items off the shelf and check them out for a 6-week loan period. Staff numbers do not exceed more than 3-4 in the facility at one time, and safe physical distancing is practiced at all times.
3. Staff must wash hands before pulling items and before and after using computers. Masks for staff will be provided but are not required at this time.
4. Items are bagged and labelled. Staff call patrons who have items ready for pickup and book an appointment. Appointments are available in 10-minute increments.
5. During pickup times, a table/cart is set up outside 6 feet away from the front door. As a pickup time approaches, a staff member brings the patron's bag of items out, places it on the table/cart, and returns inside the building.
6. A patron arrives, picks up their items from the table, and leaves.
7. Once the patron is back in their vehicle, a staff person goes out, disinfects the table with a bleach solution, and returns inside for the next patron's items.
8. All items and communication about the service include the following disclaimer and instructions:
  - The COVID-19 virus can survive up to 24 hours on cardboard and up to 2-3 days on plastic and stainless steel. As books cannot be effectively cleaned and disinfected, it may be wise to store books for a minimum of 24 hours before handling them.
  - Patrons should wash hands before and after handling books and other items, avoid touching their faces while reading and avoid sneezing or coughing onto the page while reading.
  - Patrons who are immune compromised or otherwise susceptible to COVID-19 infection should not take out items from the library.
  - Due to the nature of the COVID-19 pandemic, these services may need to be suspended without notice.