

WEST NIPISSING PUBLIC LIBRARY

COVID-19

GREY – LOCKDOWN

On December 21, 2020 the Provincial government has announced a province-wide lockdown starting December 26th, 2020. These lockdowns are expected to last 14 days for Northern Ontario. Non-essential businesses will need to close for in-person interactions however, may remain open to curbside & delivery services. All branches of the Library will be open for curbside service during their regular hours of operation. Services include:

- Returns
- Check-out
- Photocopying & Faxing

Return of materials

All items are to be returned in the branch's designated book drop or return box. Proper signage for each different location will be displayed. All items are to be disinfected and/or isolated for 72 hours before being returned to its shelving location (see Cleaning/Disinfection/Rest Times). No donations will be accepted at this time, unless with approval of CEO. Social Distancing must be adhered to while returning to the drop. The return times are as followed:

Sturgeon Falls: Anytime, all items to be left in book drop outside.

Field: During hours of operations, all items to be left in book drop outside.

Cache Bay: During hours of operations, all items to be left in book drop in hallway.

Verner: During hours of operations, all items to be left in box at window.

River Valley: During hours of operations, all items to be left in box outside.

Employees will contact patrons with borrowed items to notify of the changes to guidelines, return times and make renewals if needed. Considerations during this step:

- Gloves (optional) & face coverings need to be worn to retrieve items from the book drop, while cleaning the materials and while depositing them in the designated rest area
- Branches will have specific return times to ensure the safety of it's patrons and employees
- Patrons will be reminded (communication) that social distancing guidelines remain in effect among returning items
- We ask that only one person per household return items at a time
- Book drop handles will be disinfected regularly (SF & F)
- We ask that patrons leave the premises once they have returned their items
- All materials can be deposited in the book drop during this time
- We ask that materials be dropped off where they belong if possible

- The book drop will be checked frequently and only during the designated hours of return. Book drops will be closed off all other times
- We will ask that if patrons have any symptoms to NOT return materials – anyone can ask that their items be renewed at this time

Cleaning / Disinfection / Rest Times:

Books – the outside of books (when applicable), will be cleaned with a solution that consists of Mr. Clean and water. Once the item has been disinfected, it will be deposited in the designated rest area for 72 hours.

DVD, CD & Launchpad - the cases can be cleaned with a solution that consists of water and bleach. The discs can be disinfected with alcohol and screen cloth. These items are to rest until the following day.

Magazines – Magazines are to be put in the rest area for 72 hours

Equipment – can be cleaned with a solution of water and bleach (if applicable) and put in the rest area overnight

Curbside pick-up

Requests can be made through our online catalogue, email or telephone. Once the request is made, staff will contact the patron to make arrangements for pick-up. Considerations during this step:

- Patrons that have any symptoms are asked not to make requests
- Patrons may only request a maximum of (10) juvenile books and/or (5) adult books at pickup (per card).
- Books from the owning library will need to be picked up at that location. There will be no book circulation from library-to-library.
- The Interlibrary Loan service is suspended at this time
- When pick-up arrangements are being made we ask an approximate time of arrival if they are not able to call the library at arrival.
- Pick-up stations / bins will be frequently disinfected
- Gloves (optional) and masks will be worn by staff when handling requests
- Patrons must pick-up within three days from when the request was made. Failure to do so will cancel the request
- We ask that only one person per household pick-up items
- Patrons will be reminded (communication) that social distancing guidelines remain in effect when picking-up items
- Requests can be made and orders can be picked up during the regular hours of operation of each branch. Patrons can contact or will be contacted with all required information.

Procedures for vehicle pick-ups:

1. The patron makes the request
2. Once the order is ready, a staff member will contact the patron make arrangements for pick-up
3. Patrons will be asked the following questions:
 - What day / time do they wish to pick-up their order?
 - Who will be picking up the order?
 - If they can call the Library upon arrival or not
4. During this time, patrons will be informed of all information they need to know (e.i. where to park, physical distancing guidelines, etc.)
5. (if applicable) The patron will call the Library to let them know they have arrived
6. An employee will bring the order to the door and leave it aside for the patron.