

Bancroft Public Library Board operating as **North Hastings Public Library**  
**Policies, Procedures, Bylaws, Governance and Operating Guidelines**

Policy Type:	<b>Operational</b>	Policy Number:	<b>OP-26</b>
Policy Title:	<b>Curbside Pick-up</b>	Initial Policy Approval Date:	<b>May 2020</b>
		Last Review/Revision Date:	
		Year of Next Review:	<b>2024</b>

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During times when it is necessary to close the library due to emergencies, viral pandemics/epidemics or extenuating circumstances, or through government directive, the library may be given permission to provide curbside pick-up services for patrons of the North Hastings Public Library.

Curbside pick-up occurs when the library is closed to the public, but offers curbside pickup. Return of library materials may continue using the drop-box unless otherwise indicated.

During a viral pandemic/epidemic, all effort will be made to thoroughly clean and sanitize materials being returned and check out to patrons (OP – 25 Handling of Returned Materials during a Viral Pandemic). Staff will be provided with PPE and gloves to ensure personal safety and safe handling of items.

### **Section 1. Schedule for Hold Pickup**

For patrons with library cards in good standing, items may be placed on hold 24/7 using our online catalogue. Patrons may also call or email (nhpl.customerservice@gmail.com) the library during the following hours to place holds on items:

Tuesdays 10:00 a.m. – 3:00 p.m., Wednesdays 10:00 a.m. – 3:00 p.m.,  
Thursdays 2:00 p.m. – 7:00 p.m., Friday 10:00 a.m. – 3:00 p.m.  
Saturday 10:00 a.m.- 3:00 p.m.

Due to loss of time for quarantining items, 7-day loans will not be renewable. Inter-library loan services are currently unavailable. Curbside Pick-up is for items located in the north Hastings Public Library collection only.

### **Section 2: Picking up Holds**

When your hold is fulfilled, the library will contact you to inform you it is ready for pick-up. Pick-ups available ½ hour after opening through to ½ hour before closing to provide staff extra cleaning and preparation time. On your pickup day:

- Call the circulation desk (613 332-3380) to let us know your approximate time of arrival within our opening hours. Once you arrive, if you are able, please call again to let us know you are at the library.
- Arrive at the library front doors (signage will indicate where you are to wait and the ground will be marked with appropriate social distances guidelines)
- A staff member will open the door. Please allow them to step away and ensure safe social distancing practices. Your items will be on a table in the lobby, marked with your name.

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- Once the door is opened, please quickly and safely retrieve your items and exit through the opposite lobby door immediately.

### **Section 3: Returning Items**

As the library remains closed to the public, all items are to be returned to the book drop on 14 Flint St., which is accessible 24/7.

Staff will be emptying the book drop on a regular basis and checking items in following the guidelines established in OP – 25 Safe Handling of Returned Items during a Viral Pandemic. If you are not feeling well and are self-isolating, please do not return items. Call the library at 613 332-3380 and we will renew items for you.

### **Section 4: Phone Service**

The library will also offer phone service for renewing patron privileges and answering questions. The answering machine is available 24/7.

### **Section 5: Fines**

The library will waive or ease fine limits at the discretion of the CEO.

### **Section 6. Holds Hierarchy**

The order of material orders will be as follows. Materials placed on hold through JASI will be filled first. Holds on the Answering Machine will be check immediately after opening and will be filled next. Orders placed by phone will be filled after Holds and Answering Machine.

### **Section 7: Disclaimer**

Curbside pickup, staffing, phone hours and other services may change at any time during this closure. Updates will be posted on our website and social media platforms as developments occur.

#### **COVID-19 Disclaimer:**

- Returned materials will be cleaned, and quarantined for a period of time, before being placed back into the lending collection. Although we strive to sanitize and practice safe handling of materials, The North Hastings Public Library cannot guarantee the sanitization of library items. Please handle them with caution.
- Patrons should be advised to wash hands before and after handling books and other items, avoid touching their face while reading and to avoid sneezing or coughing onto items.
- Patrons who are immunosuppressed or otherwise susceptible to COVID-19 infection should not take out items from the library.

#### **Related Documents:**

North Hastings Public Library OP – 25 Safe Handling of Returned Materials during a Viral Pandemic