
CURBSIDE PICK-UP

Approved May 28, 2020

During times when it is necessary to close the library due to emergencies, such as 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 Southgate Public Library. Curbside pick-up may occur when the library is closed to the public and permission has been granted to provide curbside services either through the federal, provincial, or local governments. Return of library materials may continue using the drop-box unless otherwise indicated.

During an emergency declaration, staff will follow *the Curbside Pick-up Procedures and Handling of Returned Materials during a Viral Pandemic Procedures*. Staff will be provided with proper PPE as determined by the local Public Health Unit and the Joint Health and Safety Committee.

Section 1. Placing Holds for 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 the library to place items on hold.

Section 2: Picking up of items placed on hold

Staff will schedule a time for patrons to pick up reserved materials. Materials will be provided in a safe way according to procedures as determined by the CEO in compliance with recommendations from Public Health, federal, provincial, and local governments.

Section 3: Returning Items

As the library remains closed to the public, all items are to be returned to the book drop-box which is available 24/7. Staff will empty the book drop on a regular basis and check-in items following the proper procedures.

Patrons are asked that if they are not feeling well and are self-isolating to not return items. Items will be renewed, and any fines waived upon notification to library staff.

Section 4: Phone and Virtual Services

The library will also offer phone, email and online messaging for renewing patron privileges and answering questions. Staff will monitor voicemails, emails, and online messages from Tuesday to Friday during business hours.

Section 5: Fines

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