Santa Clara County Library District Bookmobile Service

The SCCLD Bookmobile provides library access to people who cannot get to the library as well as to people who have limited access getting to a library. During the Covid19 pandemic we will be adapting our service model and adopting safety procedures so that we can provide service that is both safe for staff and patrons.

All service will be provided by staff who will observe the following standards for practice and would advise all patrons visiting the Bookmobile to do the same:

- Wear PPE (face mask and gloves)
- Maintain social distance of 6ft.
- Wash hands or have access to hand sanitizer.

At this time, we are focusing service on:

- Housing for families (Physical Bookmobile Service)
- Santa Cruz Mountains and Mt. Hamilton (Physical Bookmobile Service)
- Senior Sites (Contactless Delivery)
- Preschools (Contactless Delivery)
- The Junction/ San Antonio Valley (Mail)

We are examining our school sites to see how to serve them best. (They are all on distance learning) It could be a combination of deliveries and partnering with school district lunch programs.
Physical Bookmobile Service Procedure:
(For Family Housing Sites, and Santa Cruz Mountains)

1. Service will be provided once a month, for 2 hours. Free wifi will be available to the public soon.
2. Staff will set up 2 tables 6ft. outside the Bookmobile door. Only one door will be opened.
3. Set up outside – where to line up, cones 6ft. apart labeled with bilingual social distance signs.
4. Informational flyers will be placed inside materials.
5. Holds are brought out from the Bookmobile when the customer arrives then placed on the table.
6. A dispenser of sanitizer will be available for the customer to use.
7. Have a reader’s advisory conversation with the customer, at the door, from six feet away wearing a mask. Staff inside the vehicle could pull a few books based on the conversation, then ask the customer at the door if they would like them, check them out inside the Bookmobile, then place on table keeping a 6 foot distance.
   a. If there are specific requests, we can search the shelf or
   b. We can set up a laptop on the outdoor table (behind a sneeze guard to prevent touching) and patrons can “browse” the shelves from camera inside the truck.
   c. We can create book bundles for picture books and beginning reader books ready for check out.
8. If a customer requests holds – Staff can write down the holds for the patrons, or hand out order forms with our phone number. Patrons can return the holds slip in a special box or phone us or email. If there is time, staff can place holds on the computer.
9. After patron leaves staff will wipe the table with disinfectant.
10. Returns can be put into a plastic bin located under the table, then brought back to the branch and let them sit for the required time for any virus to die.
11. If patrons are concerned about touching materials: All materials that are returned are quarantined for 96 hours until the virus is ineffective. Only staff will have touched the materials. If patrons are still concerned, they can quarantine the materials in their own home letting them sit for 24 hours. They can also wash their hands or wipe the materials with disinfectant.

LICK Observatory Service will be performed the same way, with the following exceptions:

- A van or personal vehicle will be used.
- Patrons who visit the Junction will be invited to visit if they like.
- Holds will be mailed to those that prefer it.
Contactless Bookmobile Delivery Service:
(For Senior Facilities and Preschools)

1. Patrons can request materials in the following ways: (requests may be specific or general)
   a. Through their site manager who will then relay the information to the Bookmobile Department.
   b. Through our online catalog.
   c. By telephone to the Bookmobile office.
   d. On a paper request form.

2. Staff will do their best to collect the materials and rubberband them together.

3. All materials will be put into a blue tote bin.

4. Delivery time and date will be prearranged with the site manager.

5. The Bookmobile will transport the bin of materials to the site.

6. Staff will wipe down the outside of the bin and trade off bins with the site manager.

7. The site manager can distribute the materials.

8. If patrons are concerned about touching materials: All materials that are returned are quarantined for 96 hours until the virus is ineffective. Only staff will have touched the materials. If site managers are still concerned, they can quarantine the materials in their office letting them sit for 24 hours. They can also wash their hands or wipe the materials with disinfectant.
Bookmobile Mail Service:
(For patrons who are seniors or live in rural parts of Santa Clara County and who cannot meet the Bookmobile or accept deliveries.)

1. Staff will phone patron and explain process, confirm address and make sure patron has access to incoming/outgoing mail.
2. Staff will check out a maximum of 3-5 items on patron’s account, depending on what will fit in the reusable mail bag. (Do not zip tie yet.)
3. Staff will include mailing instructions inside the materials. Then they will label the mail bag and log the mail in the mail log.
4. Materials will be sent through UPS. Return postage will be included in the mail bag.
5. After return postage is included in the mail bag, it can be zip tied closed.
6. Staff will notify patron that mail has been sent and to expect it.
7. When patrons are ready for new materials, they can contact the Bookmobile office.
8. Due to limited staffing and budget, patrons will be limited to one mailing per month.

Homebound Service:
This is new to the Bookmobile Department and we will be making changes until we get it running smoothly. It will run similarly to the contactless delivery for Seniors and preschools.

Free Library Box:
This is also new to the Bookmobile Department. It has been set up in an unincorporated town at a gas station with the owner’s approval. We have been refilling it weekly and has been successful so far. We are planning an additional free library box at the local market.
What Bookmobile Schedules could look like:

Physical Bookmobile Service, Tentatively 2-4pm, 1 visit/month

<table>
<thead>
<tr>
<th></th>
<th>SUN</th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
<th>SAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1ST</td>
<td>X</td>
<td>Lunch</td>
<td>Moffett</td>
<td>Friendly</td>
<td>Jasmine</td>
<td>Ochoa</td>
<td>X</td>
</tr>
<tr>
<td>2ND</td>
<td>X</td>
<td>Lunch</td>
<td>Palomino</td>
<td>Cochrane</td>
<td>Loma Prieta</td>
<td>Lick</td>
<td>X</td>
</tr>
<tr>
<td>3RD</td>
<td>X</td>
<td>Lunch</td>
<td>Sobrato</td>
<td>Murphy</td>
<td>Gilroy Park</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>4TH</td>
<td>X</td>
<td>Lunch</td>
<td></td>
<td>Park Place</td>
<td>Redwood E.</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

Bookmobile Delivery Schedule, am, 2 deliveries/month

<table>
<thead>
<tr>
<th></th>
<th>SUN</th>
<th>MON</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
<th>SAT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>X</td>
<td></td>
<td>Bridgepoint</td>
<td>Chateau</td>
<td>Merrill GI</td>
<td>Wesley</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>X</td>
<td></td>
<td>Terraces</td>
<td>SA Retirement</td>
<td>Bella Terra</td>
<td>Merrill CA</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>X</td>
<td></td>
<td>Forum</td>
<td>Green Hills</td>
<td>Westmont MH</td>
<td>Rincon</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>X</td>
<td></td>
<td>Sunnyview</td>
<td>Veterans</td>
<td></td>
<td>Corinthian</td>
<td>X</td>
</tr>
</tbody>
</table>

Staffing model:

Physical Bookmobile Service – 1 staff person (supervisor and librarian as back up)

Bookmobile Delivery – 1 staff person (library assistant and librarian as back up)

Mail service – available clerks and librarian

Organizing in house materials – librarian