MOB Lobby Drop-off Safety Procedures

**Goal:** To provide MOB patrons with reading materials and other free resources in the safest manner possible for both patrons and staff.

**Service Description:** Mobile Service (MOB) staff members will make appointments with staff at housing communities to drop off books for and pick returns from existing MOB patrons. There will be no physical contact with patrons. Only facilities which have agreed to act as couriers between MOB staff and patrons will be visited. Staff will use work vehicles to deliver books to and pick up returns from the lobbies or front offices of these housing communities.

**Preparation:**

1. MOB staff will have previously arranged an appointment date and time with facility staff. Prior to the visit, phone or email communication with facility staff about the process should be thorough so that face-to-face contact with anyone at the site can be minimized.

2. If staff is picking up a vehicle from Facilities at Central, they will confirm the appropriate pick-up time with Facilities staff prior to arriving at Central. Staff will arrive at the scheduled time or will call immediately if they run into any unanticipated delays.
   a. All MOB staff will be familiar with Central’s safety procedures. If staff need to enter Central to retrieve supplies, they will follow these procedures.
   b. Prior to the first day of deliveries, the MOB supervisor will work with Facilities to put together vehicle kits for staff which will include hand sanitizer, disinfecting wipes, gloves, and masks. The kit should be kept neat in a hard container.

3. Books will be placed in new disposable paper bags at both Central and Belle Cooledge in a manner consistent with the approved curbside method.
   a. Carts and empty green bins will be kept at COO. The bins will be used to collect returns from the facilities.

**Getting there:**

1. Only one staff person will arrive to pick up the work vehicle at the appointed time.
   a. If a second staff member participates in the process, he or she will drive a separate vehicle and meet at the facility at a given time. At no time will two people be in the same vehicle. Staff will practice social distancing with each other and with facility staff at all times.

2. Upon pick-up of the vehicle, the staff member will use disinfecting wipes (or disinfecting spray and paper towels) to wipe down the seat, steering wheel, gear stick, door handles, and any other high-touch surfaces inside or outside the vehicle.

3. Staff will load the vehicle with necessary cleaning supplies including gloves, hand sanitizer, disinfecting wipes (or disinfecting spray and paper towels), masks, and plastic bags for disposing of trash.

4. Staff will then drive the vehicle to another library location (if necessary) to pick up the prepared bags of books and carts.
   a. Staff will not make any unscheduled stops or let any other person enter or touch the vehicle or its contents.
   b. Cart handles should be wiped down before and after every use.
5. Using carts and the vehicle lift (if available), the staff person will load prepared bags of books and empty bins onto the vehicle.
   a. Two (book or utility) carts will be used. One will be (temporarily) labeled for drop-offs and one labeled for returns.
   b. Staff will take at least one empty bin for each stop they plan to make that day.
   c. Staff will also bring a bottle of hand sanitizer on the cart.

**At the site:**

1. Upon arrival to the facility each staff person will use hand sanitizer before putting on a mask and gloves. This will be done before leaving their vehicles and staff will wear them until they are ready to reenter their vehicles and depart.
2. Using a lift (if possible) or best practices for lifting and loading, staff will remove the ‘drop-off’ cart from the vehicle and begin to load bags of books onto it.
3. The staff person will load the bags of books onto the ‘drop-off’ book cart and push it inside the facility lobby. If staff touched a door handle or any other surface since leaving the vehicle, they will use hand sanitizer before again touching the bags. Staff will remove the bags and place them in the location requested by the facility.
   a. More than one trip to and from the vehicle should be made if there are too many bags to fit on one cart. If staff expects this will be the case, they should prop the door open if possible to minimize touching other surfaces.
4. Social distancing will be maintained by staff throughout the process. If staff encounter someone getting too close, they will explain that since they are working, they are required to maintain a 6 foot distance from others.
   a. If staff encounter any situation which causes them concern for their health, they should report it immediately to the MOB supervisor.
5. The staff person will then return the drop-off cart to the vehicle and retrieve the ‘returns’ cart. They will enter the facility lobby with an empty green bin on the cart. They will then (using gloved hands) transfer the returns from their location in the facility to the empty green bin.
   a. After transferring the returns and before touching any other surface, staff will apply hand sanitizer liberally to their gloved hands.
   b. The MOB supervisor will work toward acquiring enough cardboard boxes to leave one at each site for returns. The entire box will be picked up and quarantined when staff visits the facility again.
6. Staff will then close that bin and will tape a paper note to the top of the bin with the date and time of pick up and ‘MOB’.
   a. If the returns are already in a durable cardboard box that the facility will part with, staff can tape the note onto that box and load it onto the vehicle.
7. This staff person will then load the bin of returns onto the vehicle, stacking it onto other closed and labeled bins if necessary.

**Departing:**

1. After loading the bins and book carts onto the vehicle, staff will remove their gloves in the prescribed manner and, if a trash can is not safely accessible, place them inside a plastic bag inside the vehicle and tie up the bag. Staff will then use hand sanitizer before driving the vehicle.
   a. The bag will be disposed of upon return to an SPL location.
2. Staff will then drive the vehicle to the designated location for quarantining returns.
3. Upon arrival at this location, staff will wash their hands immediately and follow the safety protocols for that site.
4. Staff will use the carts to offload the closed bins of returns into the designated area for returns following the workflow plan for that site.
5. Staff will use disinfecting products to completely wipe down the carts used and then return them to their storage place.
6. Staff will then drive the vehicle back to its original location.
7. Before returning the vehicle, the staff person will use disinfecting wipes to wipe down the vehicle, focusing extra effort on surfaces they touched such as the steering wheel, gear stick, and door handles.
8. Staff should then dispose of all trash in a trash can and wash their hands again before departing.

Post-delivery:

1. MOB staff will work with COO staff and supervisor to check in quarantined items.
   a. At this time CEN and partner library items will be separated and placed in the designated bins at COO.
2. After removing the quarantined items, staff should use disinfecting products to wipe out and clean each green bin before reusing it.

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