MOB Curbside Safety Procedures

**Service Description:** Mobile Service (MOB) staff members will adapt previous bookmobile best practices to allow for greater social distancing. Staff will deliver holds, pick up returns, and provide personal shopper services at sites using a bookmobile.

**Preparation:**
1. MOB staff will have previously arranged an appointment date and time with facility staff or patrons in a particular community. To the extent possible, staff will give the sites (or patrons, individually) a verbal or written description of the process before arriving so they know what to expect.
2. Books will be placed in new disposable paper bags at both Central and Belle Cooledge in a manner consistent with the approved curbside method. Carts and empty green bins will be kept at COO.
3. Staff will print out and laminate previously approved SPL signs to help patrons understand the process and to remind them of social distancing guidelines.

**Getting there:**
1. At least two staff members are required for each curbside stop. One person will drive the bookmobile and other staff members will meet at the site in their personal vehicles. At no point will two people be in the same vehicle. *(One exception to this could be another staff member helping to unload tables, bins, etc.)*
2. Upon entering the bookmobile in the morning, 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. Before each trip, staff will confirm there is an adequate amount of cleaning supplies on the bookmobile, including gloves, hand sanitizer, disinfecting wipes (or disinfecting spray and paper towels), additional masks, and plastic bags for disposing of trash.
   a. Each staff member will be responsible for bringing and maintaining the cleanliness of their own face shield.
4. Staff will make sure the bookmobile contains the following items:
   - prepared bags of holds
   - additional bags for patrons checking out items
   - green bins for return retrieval
   - 3 tables
   - a book or utility cart (or two)
   - signs and tape
   - laptop with scanner
   - hot-spot for checkout
   - personal shopper questionnaire
   - red tape for marking spots on ground

**Setting up:**
1. Once both staff members have arrived at the location, they will exit their vehicles wearing face shields or masks. Staff must wear a face covering until they return to their vehicles to depart.
2. Before touching any other items, all staff should apply hand sanitizer to their hands.
3. Staff will set two tables several yards away from the bookmobile. Staff will place 1-2 green bins at the end of one of the tables in which patrons can place their returns. On the other table, staff will place bags of hold items for patrons, as well as any giveaway items. Each table will have a sign with instructions and reminders about social distancing.
4. Staff will place another table 3-4 feet to the side of the bookmobile. This will be where patrons line up if they want additional books or have questions. Staff will place red tape on the ground 6 feet apart perpendicular to the table. The last marker will be 9 feet in front of the table where the next person in line will stand. A piece of red tape can be placed on the ground 3 feet in front of the table to indicate where the patron being helped should stand.
5. Staff can use two book or utility carts to create a sort of barrier around the bookmobile and the staff person going in and out. On one cart can be the laptop and barcode scanner. On the other cart staff can place hand sanitizer for patron use.
6. One staff member will monitor the line by walking up and down it from 4-6 feet to the side. This staff person will issue friendly reminders to patrons to maintain social distancing. Additionally, this staff person can answer any questions patrons in line might have to speed up the process.
7. The driver will stand between the table and the bookmobile and retrieve additional materials for patrons. (Process explained below.)
   a. This is the driver’s role so that only they are going in and touching the interior of the bookmobile. Also, they are likely to know the collection the best having curated it.
   b. The hotspot will be turned on.
8. If at any time staff encounter a patron who is coughing or sneezing without proper etiquette, staff are recommended to don both a mask and a face shield for extra protection.

Checkout Process:
1. Patrons with questions or who request additional services will be directed to form a line in front of the table/bookmobile. Staff who are not retrieving additional materials will help with this process.
2. The staff person behind the table can then answer questions or ask the patron if they would like to check out more items from the bookmobile. The staff person would explain that entering the bookmobile is still limited to staff, but that a few books can be pulled for the patron to see.
   a. An example would be “Would you like to see a few mysteries?” or “Would you like to see some children’s books? For what ages?”
   b. Staff could then enter the bookmobile and choose 4-5 books that they think might need the patron’s needs.
   c. These books can be placed on the table. The patron will be asked to only look at the books without touching them before making the decision to check them out or not.
   d. Staff can then use the laptop and scanner to check out the books the patron is interested in.
      i. Any books that the patron was not interested in can be returned to the bookmobile provided only staff touched them.
      ii. If a patron changes their mind after they have taken a book, it should be treated like a return.
3. Staff will also hand out the personal shopper questionnaires to any interested patrons. Staff will explain the process to the patron as well as additional options for placing holds and accessing digital items.
   a. Staff will provide unused bags to patrons for additional materials checked out.
Departing:
1. Staff use disinfecting wipes to wipe down all equipment used, especially focusing on anything a patron might have touched:
   - tables
   - book cart
   - laptop and scanner
   - laminated signs
2. After reloading the equipment onto the bookmobile, staff will use hand sanitizer before departing.
3. Staff will then drive the bookmobile back to COO.
   a. Upon arrival at this location, staff will wash their hands immediately and follow the safety protocols for that site.
4. Staff will label each green bin as returns with the date and location of retrieval.
   a. Staff may leave the closed and labeled return bins in the bookmobile for 72 hours unless it is expected to be used again prior to that.
   b. Otherwise, staff will use the carts to offload the closed bins of returns into the designated area for returns following the workflow plan for COO.

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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