Bloomfield Public Library’s Curbside Delivery Service Procedure

Here are the internal procedures around the curbside delivery service. My advice to directors who want to move forward with this is to have staff research and come up with solutions that make them feel the most comfortable when handling incoming materials. I have included one resource that we found helpful at the bottom of this email.

- We will continue to offer curbside service. The only direction we are sharing with the public about this service is to call us for details. This allows us to change the service as needed.
  - Internally, we will deliver curbside materials 30 minutes after opening until close. Staff can modify this as needed. If they do not feel comfortable delivering materials, they do not need to.
  - Ask curbside patrons for make/model/color of car, license plate number, and preferred time of pickup.
  - Instruct curbside patrons to arrive on time and stay in their car. When we confirm their car from inside, we will place their materials on a cart that is located directly outside the entrance doors. After the materials are placed on the cart and staff are back in the building, they are invited to retrieve the materials. Make sure this is understood when speaking with patrons on the telephone.
  - Material will be delivered in bags.

- While the current mandate is in reference to social distancing, we will take extra precautions with materials being returned via the book drop and our delivery services.
  - Each day, a staff member with gloves and a mask will put all incoming materials from the book drop on a book cart and label the cart with the date and time that this task was completed.
  - Materials arriving via delivery service will be labeled with the date and time of delivery.
  - After 72 hours, a staff member with gloves and a mask will use a microfiber cloth to wipe down all materials with TWIN POWER™ #7 Healthcare Neutral Disinfectant Cleaner in increments of time not to exceed 15 minutes.

Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections

Signed,
Elizabeth Lane
Library Director
Bloomfield Public Library
Office: 860.243.9721
elane@libraryconnection.info