



**Lincoln County Library District Board  
Regular Meeting**

**Tuesday, May 12, 2020, immediately following Budget Committee Meeting  
to be held at 12:00 p.m.  
LCLD Administrative Office  
Online**

<b>Agenda</b>		
Call to order	President	
Call the Roll & Establish Quorum	Secretary to the Board (Director)	
Approval of the Agenda	President	
<b>Topic</b>	<b>Lead</b>	<b>Purpose Outcome</b>
<b>Public Comment</b>	President	Anyone may come forward at this time.
<b>Minutes</b> Board Meeting March 10, 2020	President	Approval
<b>Reports</b>		
Board Reports	Board Members	Information
Director's Report	Director	Information
Financial Report	Director	Acceptance
<b>Old Business</b>		
Pandemic Policy review	Director	Discussion
Board Training	Director	Information
<b>New Business</b>		
Restarting courier service & Siletz library operations	Director	Discussion
<b>Good of the Order</b>		Information
<b>Next District Board Meeting</b> June 9, 2020, noon LCLD Administrative Office OR Online		Information
<b>Adjourn</b>	President	Motion



Minutes  
Lincoln County Library District  
Board Meeting  
March 10, 2020  
12:00 p.m.  
LCLD Administrative Office  
141 NW 11<sup>th</sup>  
Newport, OR

ATTENDANCE—BOARD

PRESENT

Brian Fodness- President  
Emily Portwood (Phone)  
Marta West  
Chris Boyle  
Virginia Tardaewether

ATTENDANCE—STAFF

MaryKay Dahlgreen, District Director

CALL TO ORDER

Board President Brian Fodness called the meeting to order at 12:05 P.M.

CALL THE ROLL AND ESTABLISH QUORUM

All present, quorum was established.

APPROVAL OF AGENDA

Add Pandemic Policy under New Business

PUBLIC COMMENT

No members of the public were present.

APPROVAL OF MEETING MINUTES

Marta moved and Chris seconded approval of the minutes of February 11, 2020. Passed unanimously.

BOARD MEMBER REPORTS

There were no reports from Board Members

DIRECTOR'S REPORT

MaryKay is continuing to work with ICMA-RC to get the 457 Retirement Plan up and running. We have heard back from the Dolly Parton Imagination Library about screening "The Library That Dolly Built". We will have community showings rather than a theatre screening, MaryKay will be working with the library directors to coordinate showing and publicity. Lincoln County library directors will be meeting on a regular basis to discuss items of mutual interest.

Progress toward Director's goals were discussed.

We had a discussion about a Board work session in April in preparation for strategic planning. April 27<sup>th</sup> was agreed upon as a date everyone could make. Our partnerships include the Oregon Coast STEM Hub, Neighbors for Kids, and the OLA Library District Taskforce.

MaryKay will be starting a preschool storytime weekly at the Siletz Public Library. It will be offered on Thursdays at 10:30 a.m. The Siletz Valley Friends of the Library received a grant from the Siletz Tribal Charitable Fund to repair the front door and meeting room door.

Upcoming events include a "Conversation with Funders and Partners", and the Oregon Public Library Director's Meeting. MaryKay will be on vacation March 19, 20, and 23, 2020. The Oregon Battle of the Books state championship is scheduled for April 4, 2020 and MaryKay will be one of the hosts.

There was an extended discussion of LCLD patron access to city library services. MaryKay will follow-up and provide current information about access to city libraries by District residents.

#### FINANCIAL REPORT

We are on track with our 2019-2020 Budget. Marta moved and Virginia seconded accepting the Financial Report.

#### OLD BUSINESS

##### Budget Committee Appointments

We discussed the need for two new Budget Committee members since Rebecca Noble and Ron Cornelius are not District electors as required. . Jim Buisman, a member of the Siletz Valley Friends of the Library, has agreed to be on the Budget Committee. Virginia suggested Jay and Paula Sampson or Bob Pierson from Eddyville. Virginia provided contact information for the Sampsons.

##### Board Training-Conflict of Interest

MaryKay shared information from the 2020 SDAO Conference about actual and potential conflict of interest for Board members.

#### NEW BUSINESS

##### Pandemic Policy

MaryKay wrote this in response to current state of emergency and based most of this policy on samples from other libraries and discussion with other public library directors. Brian suggested that the Board pass a resolution adopting the policy. There was a discussion about bringing suggested changes to the next meeting. Emily asked about vaccination requirements for library staff. Virginia moved and Marta seconded adoption of the policy. Chris Boyle, aye; Virginia Tardaewether, aye; Marta West, aye; Emily Portwood, abstain; Brian Fodness, aye.

##### Subscription to PolicyMap-Resolution

MaryKay read Resolution 2002-3.1 Chris moved and Virginia seconded adoption. Chris Boyle, aye; Virginia Tardaewether, aye; Mara West, aye; Emily Portwood, aye; Brian Fodness, aye.

#### Discussion of Personnel Policy Components

We discussed a variety of elements that need to be included in the Personnel Policy.

GOOD OF THE ORDER

#### NEXT DISTRICT BOARD MEETING

Tuesday April 14, 2020 at the District Office, 141 NW 11<sup>th</sup>, Newport at noon.

#### ADJOURNMENT

Meeting adjourned at 1:35 p.m.





District Librarian's Report  
May 2020

**General Updates**

The Lincoln County Library District and Siletz Public Library have been closed since March 23, 2020. Staff are continuing to be paid their regular salary per LCLD policy and are working from home when that is an option. Other staff are taking online trainings and the courier has been making a weekly trip to empty the bookdrops at Lincoln Beach and Seal Rock. Our partner libraries have requested weekly courier service since most of them will be providing limited service again sometime in May. We continue to monitor the level of need for the courier. Statewide courier service has not been restarted. Siletz Public Library staff have been emptying the bookdrop on a regular basis and are now taking turns going to the library to clean.

Enclosed in the Board packet is a plan for beginning curb side service at Siletz on May 18<sup>th</sup>.

During this time I have been holding weekly online meetings with library directors in Lincoln County for morale support and to share ideas and processes for phased reopening.

The 2020-2021 proposed budget has been distributed to the Budget Committee and posted on our website. There was a legal notice in the Newport News Times on Friday May 1, 2020. The meeting will be held online and, if they wish, members of the public will be able to connect by phone and provide input during the time assigned for public comment.

**Progress toward Goals**

- Process & timeline for policy creation and adoption will be presented at the April meeting – Not Completed
- Progress on the procedure manual, Board handbook and job descriptions will be presented at April meeting – Not Completed
- 2020-2021 Budget process has begun, I anticipate releasing the proposed budget by April 1<sup>st</sup> – 2020-2021 proposed budget was released on May 4, 2020.
- Capstone project with UW student is proceeding. We have not been meeting but Lily has been working on completing her report.
- Board training will be added to the Board meeting agenda and will be a short presentation by the District Director each month.

**Successes**

We are in the very fortunate position of being able to pay our staff during the stay at home order and everyone is looking forward to providing phased in library service.

**Challenges**

The pandemic.

**Partnerships**

Most of our partnership projects have been set aside for the time being and we will re-evaluate as we move further through the current situation.

**Cancelled**

- My days off in late March
- The Oregon Library Association Annual Conference in Bend
- Oregon Battle of the Books

**Upcoming**

- I will be judging 4-H presentations via Zoom on Saturday May 9, 2020.



# Lincoln County Library District

## Statement of Revenues and Expenditures - Cash Basis

For March 2020 and FYTD March 31, 2020

	Current Period Actual	Year to Date Actual	Annual Budget
<b>Revenues</b>			
<b>4000 Revenues</b>			
4020 Chinook Library Network		2500.00	25000.00
4050 Lincoln County Law Library		11873.88	15000.00
4060 Previously Levied Taxes	132.60	9393.18	40000.00
4070 Ready to Read Grant		4405.00	4300.00
<b>4080 Siletz</b>			
4081 Siletz-Carry-over			7000.00
4082 Siletz-City of Siletz			1000.00
4083 Siletz-Interest		15.23	10.00
4084 Siletz-Miscellaneous		4149.50	500.00
<b>Total 4080 Siletz</b>		<b>4164.73</b>	<b>8510.00</b>
4090 State Forestry		11648.54	10000.00
4100 Property Tax Revenue 16/17	480.44	4670.43	
4101 Property Tax Revenue - 17/18	624.47	8540.26	
4102 Property Tax Revenue 18/19	931.65	28302.75	
4103 Property Tax Revenue - 19/20	34260.49	1260977.33	1276772.00
4800 Interest Income	54.71	966.26	100.00
4900 Miscellaneous Income		10212.87	1000.00
<b>Total 4000 Revenues</b>	<b>36484.36</b>	<b>1357655.23</b>	<b>1380682.00</b>
<b>Services</b>		<b>18993.21</b>	
<b>Available Cash On Hand</b>			<b>161320.00</b>
<b>Total Revenues</b>	<b>\$ 36,484.36</b>	<b>\$ 1,376,648.44</b>	<b>\$ 1,542,002</b>

<b>Expenditures</b>									
<b>5000 Personnel Services</b>									<b>273922.00</b>
5100 Salaries and Wages					17007.00			147186.34	
5200 Payroll Taxes					7938.48			96259.18	
5250 Payroll Fees								1692.43	
<b>Total 5000 Personnel Services</b>					<b>24945.48</b>			<b>245137.95</b>	
<b>5300 Employee Benefits</b>									<b>104000.00</b>
5305 Health Benefits					1149.94			10349.46	
5310 Retirement Benefits					989.92			26110.18	
<b>Total 5300 Employee Benefits</b>					<b>2139.86</b>			<b>36459.64</b>	
<b>6000 Materials and Services</b>									
<b>6010 Professional Services</b>									<b>29454.00</b>
6011 Accounting Services								30668.93	
6012 Legal Services								4510.00	
6013 IT Services								1439.50	
<b>Total 6010 Professional Services</b>					<b>0.00</b>			<b>36963.03</b>	
<b>6030 General Office Expenses</b>					66.00			1773.65	<b>81795.00</b>
<b>6036 ByWater Solutions</b>								21210.00	
6040 Copier Lease					330.44			2471.79	
6050 Mileage								431.42	
<b>6055 Orbis Cascade Alliance Courier</b>									
6056 OCAC - LCLD								6050.00	
<b>Total 6055 Orbis Cascade Alliance Courier</b>								<b>6050.00</b>	
6060 Postage								427.85	
6065 Professional Materials								799.99	
6070 Public Relations								800.00	
6075 Rent and Utilities									
6076 Electricity								75.95	
6077 Maintenance and Supplies								194.05	
6078 Gas								93.74	
6079 Rent					1350.00			12324.92	
6080 Telephone and Internet					89.97			931.74	
6081 LCLD Garbage								146.16	
<b>Total 6075 Rent and Utilities</b>					<b>1439.97</b>			<b>13766.56</b>	

6100 Supplies				397.46	
<b>6105 Vans</b>					
6106 Fuel	351.36			3303.95	
6107 Maintenance				1402.79	
6108 Supplies				48.22	
<b>Total 6105 Vans</b>	<b>351.36</b>			<b>4754.96</b>	
<b>Total 6030 General Office Expenses</b>	<b>2187.77</b>			<b>52883.68</b>	
<b>6300 Travel/Training/Membership</b>					<b>15490.00</b>
6310 Membership Fees	60.00			1754.58	
6320 Registration/Training/Travel				2933.94	
6321 Registration	100.00			711.00	
6322 Travel/Meals/Housing				6528.84	
<b>Total 6320 Registration/Training/Travel</b>	<b>100.00</b>			<b>10173.78</b>	
<b>Total 6300 Travel/Training/Membership</b>	<b>160.00</b>			<b>11928.36</b>	
<b>6400 Operating Fees/Insurance</b>					<b>16600.00</b>
6410 Business Insurance				950.00	
6420 Election Fees				5925.00	
6430 Legal Notices				26672.00	
				242.25	
<b>Total Operating Fees/Insurance</b>	<b>0.00</b>			<b>33789.25</b>	
<b>6500 Reimbursement/Library Development</b>					<b>870261.00</b>
6505 Contracted Library Services	68075.00			612672.00	
6510 Cataloging/Interlibrary Loan/Reference					
6511 OCLC	5377.32			38637.17	
<b>Total 6510 Cataloging/Interlibrary Loan/Reference</b>	<b>5377.32</b>			<b>38637.17</b>	
<b>6520 Library Development</b>					<b>86100.00</b>
6521 Support Local Libraries					
6524 Summer Reading Programs				800.00	
<b>Total 6521 Support Local Libraries</b>				<b>800.00</b>	
6525 Online Databases	2200.00			2200.00	
6526 Library2Go (Overdrive)				4460.60	
6528 ProQuest (Heritage Quest)	1968.51			1968.51	
<b>Total 6525 Online Databases</b>				<b>8629.11</b>	
<b>6550 Siletz</b>					
6551 Materials, Supplies and Services	30.00			201.96	

6554 Siletz Electricity				1646.90		
6555 Siletz Collection Development		72.38		3665.52		
6556 Siletz Water/Sewer		96.00		867.00		
6557 Siletz Copier Lease		50.82		457.38		
6558 Siletz Internet and Phone				1109.26		
6559 Siletz Gas		119.30		579.30		
6560 Siletz Alarm				367.07		
6561 Siletz Programming				1953.62		
6562 Siletz Repair & Maintenance		859.50		4575.49		
6563 Siletz Useful				4702.50		
<b>Total 6550 Siletz</b>		<b>1228.00</b>		<b>20126.00</b>		
<b>Total 6520 Library Development</b>		<b>5396.51</b>		<b>29555.11</b>		
<b>Total 6500 Reimbursement/Library Development</b>		<b>78848.83</b>		<b>680864.28</b>		<b>956361.00</b>
6700 Bank Charges & Fees		15.95		149.55		
<b>Total 6000 Materials and Services</b>		<b>81212.55</b>				<b>1099700.00</b>
Uncategorized Expense		3746.15		3746.15		
<b>7000 Capital Outlay</b>						<b>35000.00</b>
7010 Office Furniture and Equipment				7415.46		
<b>Total 7000 Capital Outlay</b>				<b>7415.46</b>		
Operating Contingency						<b>29560.00</b>
<b>Total Expenditures</b>		<b>\$ 112,044.04</b>		<b>\$ 1,109,337.35</b>		<b>\$ 1,512,622</b>

# Lincoln County Library District

## Statement of Revenues and Expenditures - Cash Basis

**For April 2020 and FYTD Ended April 30, 2020**

[illegible]



<b>Total 6075 Rent and Utilities</b>		<b>2789.97</b>	<b>16556.53</b>	
6100 Supplies			397.46	
<b>6105 Vans</b>				
6106 Fuel	184.64		3488.59	
6107 Maintenance			1402.79	
6108 Supplies			48.22	
<b>Total 6105 Vans</b>	<b>184.64</b>		<b>4939.60</b>	
<b>Total 6030 General Office Expenses</b>	<b>3264.61</b>		<b>56148.29</b>	
<b>6300 Travel/Training/Membership</b>				<b>15490.00</b>
<b>6310 Membership Fees</b>			<b>1754.58</b>	
<b>6320 Registration/Training/Travel</b>			<b>2933.94</b>	
6321 Registration			711.00	
6322 Travel/Meals/Housing			6528.84	
<b>Total 6320 Registration/Training/Travel</b>	<b>0.00</b>		<b>10173.78</b>	
<b>Total 6300 Travel/Training/Membership</b>	<b>0.00</b>		<b>11928.36</b>	
<b>6400 Operating Fees/Insurance</b>			<b>950.00</b>	<b>16600.00</b>
6410 Business Insurance			5925.00	
6420 Election Fees			26672.00	
6430 Legal Notices			242.25	
<b>Total Operating Fees/Insurance</b>	<b>0.00</b>		<b>33789.25</b>	
<b>6500 Reimbursement/Library Development</b>				<b>870261.00</b>
6505 Contracted Library Services	136150.00		748822.00	
6510 Cataloging/Interlibrary Loan/Reference				
6511 OCLC	16395.81		55032.98	
<b>Total 6510 Cataloging/Interlibrary Loan/Reference</b>	<b>16395.81</b>		<b>55032.98</b>	
<b>6520 Library Development</b>				<b>86100.00</b>
6521 Support Local Libraries				
6524 Summer Reading Programs			800.00	
<b>Total 6521 Support Local Libraries</b>			<b>800.00</b>	
6525 Online Databases			2200.00	
6526 Library2Go (Overdrive)			4460.60	
6528 ProQuest (Heritage Quest)			1968.51	
<b>Total 6525 Online Databases</b>			<b>8629.11</b>	
<b>6550 Siletz</b>				

6551 Materials, Supplies and Services				201.96		
6554 Siletz Electricity				1646.90		
6555 Siletz Collection Development	172.52			3838.04		
6556 Siletz Water/Sewer	96.00			963.00		
6557 Siletz Copier Lease	50.82			508.20		
6558 Siletz Internet and Phone				1109.26		
6559 Siletz Gas	107.32			686.62		
6560 Siletz Alarm				367.07		
6561 Siletz Programming				1953.62		
6562 Siletz Repair & Maintenance				4575.49		
6563 Siletz Useful				4702.50		
<b>Total 6550 Siletz</b>	<b>426.66</b>			<b>20552.66</b>		
<b>Total 6520 Library Development</b>	<b>426.66</b>			<b>29981.77</b>		
<b>Total 6500 Reimbursement/Library Development</b>	<b>152972.47</b>			<b>833836.75</b>		<b>956361.00</b>
6700 Bank Charges & Fees	15.95			165.50		
<b>Total 6000 Materials and Services</b>	<b>156253.03</b>					<b>1099700.00</b>
Uncategorized Expense				<b>3746.15</b>		
<b>7000 Capital Outlay</b>						<b>35000.00</b>
7010 Office Furniture and Equipment				7415.46		
<b>Total 7000 Capital Outlay</b>				<b>7415.46</b>		
Operating Contingency						<b>29560.00</b>
<b>Total Expenditures</b>	<b>\$ 210,096.88</b>			<b>\$ 1,319,434.23</b>		<b>\$ 1,512,622</b>



**RESOLUTION No. 2020-3.2**  
**RESOLUTION ADOPTING PANDEMIC RESPONSE POLICY**

WHEREAS, Lincoln County Library District (LCLD) is concerned about the safety of staff and patrons of the District; and

WHEREAS, the Centers for Disease Control have declared a pandemic of COVID-19; and

WHEREAS, we are receiving guidance from national, state and local health officials;

Now, therefore be it RESOLVED, that LCLD adopt the Pandemic Response Policy dated 3-10-2020 and discussed at the March 10, 2020 meeting of the Lincoln County Library District Board attached to this Resolution.


Adopted by the Board of Directors of Lincoln County Library District this 10<sup>th</sup> Day of March, 2020.


AYES: Chris Boyle, Brian Fodness, Virginia Tardaewether, Marta West

NAYS:

ABSENT:

ABSTAIN: Emily Portwood

  
Brian Fodness, LCLD Board President  
3.10.2020

  
MaryKay Dahlgreen, LCLD Director  
3-10-2020





## **Lincoln County Library District Pandemic Policy**

**Purpose:** To establish the protocol to be used in the event of a pandemic. If there is a pandemic, the library may be required to operate on limited staffing or take unique measures to help slow the spread of the illness, including service restrictions, limited hours of operation, or possible closure by order of local public health officials. Recovery from a pandemic may be slow, as compared to a natural disaster or other physical crisis. It is important to ensure that core business activities of the library can be maintained for several weeks or more with limited staff and reduced hours due to the pandemic.

### **Definitions:**

**Pandemic Plan:** A pandemic plan differs from a general emergency preparedness policy or procedure. With an emergency preparedness policy, there is an assumption that staff will return to the building or begin rebuilding almost immediately after the event or crisis (such as after a fire or storm, or if there is a utility shortage). Recovery from a pandemic may be slow and limited staff, service and hours may be necessary for an extended period of time.

**Pandemic:** A pandemic is the worldwide spread of a new disease. (World Health Organization <https://www.who.int>)

**Social distancing:** Remaining out of congregate settings, avoiding mass gatherings, and maintaining distance (approximately 6 feet or 2 meters) from others when possible.

### **General Precautions:**

If you or someone in your household experiences symptoms of COVID-19 (Coronavirus) such as fever, cough, or shortness of breath, do not come to work. Call your healthcare provider and they will help you decide if you need an appointment. If they choose to test you and the results are positive, remain off work until cleared. If you test negative, you may return to work when you feel better and are no longer contagious. You should be fever-free for 24 hours before returning. Any time taken off for illness will be paid as sick leave (if no sick leave is available vacation time may be used).

If you know you have been exposed to coronavirus, contact your healthcare provider. If they determine you should be quarantined until the incubation period has passed, obtain documentation that includes the quarantine dates and notify the Director. You will be paid for

your normal weekly hours during the quarantine period with regular pay (not sick, vacation, or personal leave).

You may not decline to work in order to avoid exposure. Vacation and other leave requests will be addressed according to policy.

The CDC states only people who are sick should wear disposable face masks, and only healthcare workers should wear N95 respirator masks. They conclude that wearing a mask will likely increase your chances of exposure because you are more likely to touch your face and more likely to be overconfident in your level of protection. The best way to prevent the spread of the any virus is to wash hands and disinfect surfaces frequently. Because of our role in the community, library staff should share accurate information and model evidence-based practices. As such, staff are prohibited from wearing face masks while working at the library or attending other functions as a representative of the library.

The library will continue to operate as usual until the Director determines we have reached Level 1, 2, or 3 as defined below. Per policy, the Director, in consultation with two Board members, will determine if hours should be limited or the library closed.

**General precautions that should be followed during any cold or flu season:**

- Disinfectant wipes and hand sanitizer will be made available to patrons, and staff will regularly check that all restroom soap dispensers are full.
- Staff should wash their hands (for 20 seconds) and use hand sanitizer regularly throughout the day, and should not touch their faces
- Patrons with room reservations will be allowed to determine for themselves if they'd like to proceed with their meeting

Listed below are the library's levels of pandemic response, with examples for how each level will be managed. The examples given are not exhaustive, and other criteria than what is listed may be used to determine the appropriate response level.

**Level 1:** ~~At least one incident of COVID-19 is reported within Lincoln County~~ Precautionary Measures-Local testing and tracing are adequate. Local or state officials require social distancing

- Library hours will remain the same
- Library programs and outreach events will be cancelled as needed at the discretion of the Director in consultation with the Siletz Library Manager
- Staff should avoid close contact with patrons and co-workers. ~~Attempt to maintain.~~ Maintain a distance of 6 feet and wash your hands after contact is made.
- Staff should ~~avoid only share phone, keyboards, and other work equipment after disinfecting between uses and washing hands between uses.~~ sharing phones, keyboards, or other work equipment without disinfecting between uses and/or washing hands after use

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Adopted 3-10-2020  
Lincoln County Library District Board

**Level 2:** ~~Multiple incidents of COVID-19 are reported in Lincoln County and the local or state health department advises limiting public gatherings~~ Restricted Access-local testing and tracing capacity is strained. Local and state officials require social distancing and no groups above 10

- Library hours for the public may be limited
- All library programs and outreach events will be cancelled or rescheduled
- Patrons with room reservations outside of new limited hours will be notified their reservations have been cancelled, and staff will work with them to reschedule
- Patrons with room reservations within new limited hours will be allowed to determine for themselves if they'd like to proceed with their meeting or reschedule. If they choose to proceed, they will be required to disinfect tables, doorknobs, light switches, or any other surfaces touched during the meeting.
- Staff hours may be reduced, but all employees will be required to report to work when assigned. If not assigned to work, they will be paid for their normal weekly hours with regular pay (not sick, vacation, or personal leave)

**Level 3:** ~~Many incidents of COVID-19 are reported in Lincoln County, the local or state health department recommends no public gatherings, and Lincoln County School District Schools close~~ Take out only-local testing and tracing are strained. Local and state officials have instituted a stay at home order.

- The Library will be closed to the public
- All meeting room reservations will be cancelled
- Material due dates will be extended
- Staff will telework as possible
- Alternative work schedules to minimize contact.
- Limited hours for pickup
- If not assigned to work, they will be paid for their normal weekly hours with regular pay (not sick, vacation, or personal leave)

**Level 4:** Stay home, virtual services only. Local testing and tracing are unstable. Local and state officials have issued a stay at home order.

- Library closed to the public
- Staff will telework as possible. If not assigned work, they will be paid for their normal weekly hours with regular pay (not sick, vacation, or personal leave).

#### Resources:

Centers for Disease Control

Oregon Health Authority

**Adopted 3-10-2020**

**Lincoln County Library District Board**

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DRAFT Revisions

## **Siletz Public Library Public Closure – Curbside Hold Pick-up**

Proposed start date 5/18/2020

*Note: All items for check out have been in the library since mid-March, untouched by anyone other than library staff.*

This procedure may be used when the library building is closed to the public, but staff is available to maintain limited checkout service to patrons, with holds/reservations ready for pick-up.

### **General Guidelines**

- Wash your hands well and often. Hand sanitizer is available, but it's not a replacement for hand washing. Face masks are required whenever working with the public and/or around other staff. Gloves and face masks will be supplied. Sanitize the desk, keyboard, phones, door handles, and any other areas potentially touched by other staff members.
- Maintain physical distance, at least 6', at all times. This means that you should not take anything from a patron or hand anything to them. If they try to hand you items please let them know they should use the book drop.
- At no time should patrons be allowed in the building.

### **Hours of Operation and Service Limits, Beginning 5/18/2020:**

- Patrons will place holds and then be contacted by staff and offered a pickup appointment during our preset windows.
- The service will be publicized with signage and social media.
- Hours of operation will include two or three windows of opportunity, at varying times of day to be decided, for example, Monday from 10-1, and Thursday from 3-5:45.
- Patrons may call during these time periods and email any time to arrange new holds and make pickup appointments.
- Limits are firmly in place- one household visit per week and normal checkout limits (ie. 12 DVDs at a time).

### **Procedure**

Patrons who have a library card in good standing can either place a hold online (via the Chinook site), by email, or call the library during our chosen hours. If they have an ecard (created during the closure), they must bring ID and proof of address to the pickup, and be prepared to show them to staff with proper social distancing: ie, they must set them down, move away, and leave them for staff to examine with gloves and mask.

- Patrons may identify themselves via phone or email, by name, birthdate, and address, or otherwise at the staff member's discretion, if they do not have their card number.
- Items requested must be available at the Siletz Library since the courier is not currently operating.

- If patrons have access to the internet they may check availability online at [www.chinooklibraries.org](http://www.chinooklibraries.org), or staff will help determine availability over the phone.
- If a patron does not have specific items or authors in mind, staff can recommend items that suit their interests.

### **Transactions by Phone**

If a patron has called in their request:

- Let them know we will do our best to fulfill it. Ask if they would like a call back if we cannot find an item.
- Set a pickup appointment during the pre-set windows.
- Explain the conditions of pickup:
- Patron must come at the time arranged. If a patron misses their appointment and is more than ten minutes late, they must call and reschedule.
- Patron should pull up so they are not blocking the entrance driveway, turn off their vehicle, and call 541-444-2855. They may knock and retreat if they do not have a cell phone.
- Library staff wearing gloves and mask will set items outside on a cart next to the door and return to the building..
- Patron may retrieve items once staff returns to building.
- Failure to comply with social distancing or any other part of the pickup conditions will result in no future curbside pickup privileges.
- Staff will place the holds in Koha. Use item level holds for the specific Siletz items when there are multiple items available.
- Staff can print the holds list or make a note.
- Gather the holds and check them in wearing a mask and gloves. For added security, wipe the items down upon checkout, and file them for pickup. Note the appointment time on the pile.
- If the appointment time is during the current week, check out the items being picked up and place them on the cart by the back door!
- If the appointment time is during a later week, do not check them out. Place them on the regular Holds shelves.

### **Transactions by Email**

If a patron emailed their request:

- Ascertain that all necessary info is in email:
- Library card number or 3 pieces of identifying information: name, birthdate, and address
- Specific info on what is being requested.
- If not enough information is included, call the patron, and follow instructions above.
- If enough is, gather the items, check them out, and then call the patron to make appointment as above.



### **Transactions via the Chinook website**

- The patron will log on and place their hold (only on Siletz items).
- Staff will check the holds list, pull and process the holds following the previously described method, and call the patron to schedule pickup.
- Items will be staged for pickup.

### **Staging Holds for Pickup**

- Holds with a pickup appointment in the coming week may be arranged by date & time on a cart by the staff door.
- These holds should be checked out to the patron at this time!
- Holds with a later or unknown date should stay on the Holds shelves. These should not be checked out. It would cause too much confusion. All items on the actual Holds shelves should still have On Hold status, please!

### **Preparing for Curbside Pickup:**

- All instructions for pickup should have been confirmed verbally via phone call prior to the pickup appointment.
- Anyone without a cell phone may knock on the staff door to let us know they have arrived, and then retreat.
- Patrons with a phone may call once they have pulled up so that they are not blocking the entrance and remain in their vehicle.
- When they call from the parking lot:
- Instruct them to wait in their car or at least ten feet away from the door if on foot.
- Wear your mask and a fresh pair of gloves!
- Grab their pile, which is already checked out to them.
- Set it on the waiting cart.
- Leave it outside and close the door behind you.
- Confirm pickup visually.

### **Potential issues:**

- Patron comes to door: Some patrons may not read our instructional signs or may not have a phone. Basic instructions will be posted on the door (use the book drop for returns, keep your distance when picking up books, scheduled times for pickups, etc.).
- Patron wants someone else to pick-up their holds. Library patrons are welcome to have someone else pick-up their holds, but they must notify us in advance if they would like to do so.
- If a patron authorizes someone else to pick-up their holds, make a note on the packet of books to be picked up. (It is unlikely that we will be looking at the record at pickup time).

- If someone wants to pick-up holds for another patron who has not yet provided authorization, make sure you call the patron before giving the items out to the person picking up.

### **After Pick-up Ends**

Use the following process to clean up after your pick-up window ends:

- Put on gloves.
- Using a general disinfectant such as Lysol, spray and wipe down your signs and your pick-up location (the cart you use for item delivery).
- Bring all items inside the library. Leave them as close to the staff entrance as you can without them being in the way.
- Remove gloves and wash hands thoroughly.