

Phased Re-Opening Plans: Phase 1

Phase 1: No Contact Pickup Service

The goal of phase 1 is to enable patrons to check out materials. Beginning May 4th, staff will take requests via phone only from 12-5pm Monday-Friday. Requests must be via phone though patrons are welcome to browse available materials online. Patrons are limited in their requests to items in the La Crescent collection unless the item is already on our hold shelf for the patron. It may be necessary to give suggestions and recommendations to patrons who are unable to browse. Note: because we are only circulating our own materials, patrons are not able to make requests online. They must call in to request materials.

While the patron is on the phone, staff will retrieve the item and check it out to the patron. Patrons will then choose a pickup time. Pickup times are available from 1pm to 5pm Monday-Friday. Pickup times are in 10 minute increments, and no two patrons may have the same time. At the designated time, items will be placed on the table in the atrium with the patron's first name and last initial (not full name). The checkout receipt should be tucked inside the top item. The inner doors will remain locked; patrons will only have access to the atrium via the outer doors. If a patron misses their appointment time, we will bring the items back in and call the patron to set up a second pickup time.

Returns must be made through the outdoor book drop (this includes puzzles, music cds, and other materials usually designated not for book drop). At the start of each shift, staff will empty the book drop into a paper bag using provided gloves. Materials will remain bagged in quarantine for 3 days. Items will then be checked in using the no-fine option and either reshelfed or placed for transit.

Under no circumstances are patrons permitted to come into the building.

Staff are strongly encouraged to wear provided fabric masks during their shifts.