**Contactless Curbside Pick-up Procedures**

Calls will come in to 422-1400/1480 and will be answered by an adult services staff member.

If the patron wants children or teens material, forward the call to the appropriate department. If they want YA material, and Erik is working and available, forward the call to him in the Edge. Otherwise, forward the call to the Trove.

Complete the Contactless Curbside Pick-up Form (copy attached).

If patrons are seeking a specific item, check the catalog for availability. If unavailable, offer to locate a similar item. Otherwise, you can put the item on hold. Remind the patron that interlibrary loan has not been restored and there could be significant delays in receiving the item.

If the item is owned by us and is listed as on shelf, tell the patron we will look for the item and will call them back.

Call the patron. If you indeed found the item, double check that they want it. Check the item out to them while you have them on the line. If their account is blocked, drop their balance to $24. If their account is expired, renew their card to October 31.

Tell the patron when the items are due back; we are not providing due date slips. Remind them they can renew online or by calling us.

Many patrons may not have a specific title in mind, but would like suggestions or read-alikes. This is a chance to use our readers advisory skills. Ask them for the last two or three books or movies they’ve really enjoyed. Keep Novelist open on your desk top, it can help with read-alikes for fiction. Other helpful resources include Goodreads and Amazon’s “Customers Who Bought This Item Also Bought.” With popular authors, just Googling “authors like alice munro” or “books like Where the Crawdads Sing” will help. If you get stuck, ask a colleague!

Before they hang up, be sure to review our Curbside Pick-up procedures.

- They have three days to pick up the items.
- Items can be picked up between the hours of 10 am and 4 pm, Monday to Friday. No other times.
- Driving? When you pull up to the Library, call 422-1490 and provide your name. Remain in your car.
- A staff member will place the items on a table in front of the Library entrance. Please wait until they have returned to the building to retrieve the items.
• Walking? Call us from the corner of Martin Luther King or S. Lexington Avenue and provide your name. Wear a mask and keep a distance of at least 12 feet from the table. A staff member will place the items on the table. Please wait until they have returned to the building to retrieve the items.
• Don’t ask the staff member any questions. Call 422-1400 with questions. This number is displayed prominently on our entrance door.
• Don’t try to give us items to return. Drop them in the book drop to the left of the entrance.
• Recycle or reuse the bag, don’t return it.
• Please be patient with other drivers, many people are picking up materials.

When are you ready to check out the items, bag the items with a plastic bag, print out a wrapper, place it around the items, and secure it all with rubber bands. Place a copy of the flyer about curbside service in the bag.

Leave the items on the table adjacent to the circulation desk. Circulation staff will interfile it with other pick-up items.

Circulation staff will remain at the circulation desk to manage pick-up calls and distribute materials.

When a patron calls to pick up material, staff should immediately place the material on a table in front of the entrance and return to the building. There is no need to wait for the patron or make any contact with the patron more than a wave.

**At no time should library staff engage in conversation with the public. Don’t ever accept returns.** There will be a prominent sign at the entrance directing the public to call 422-1400 with any questions about curbside.

**A note about holds:** Christiane, with assistance from Suzanne, will be managing holds. This includes contacting patrons about the books on hold we already have, as well as those that are trapped in the future. Holds will be checked out and distributed to patrons just like Pick-up items and will be integrated with all the Curbside Pick-up items behind the circulation desk.

If you are speaking to a patron about their holds offer to review them and clean up their holds list. At this point, it’s likely there will be many changes.

**Some FAQ’s**

**How many items can I borrow?**
Every White Plains cardholder can borrow three items a day.

**When can I return items?**
Items can be returned 24/7 through our book drop, located to the left of the entrance.

**Are you disinfecting materials?**
We are not disinfecting materials. We are using the best practices recommended by the Center for Disease Control: quarantine all books for 24 hours, which we are extending to 72 hours. This is why it will take several days for returned items to be removed from your account. This will not impact your borrowing more material.

**Why are you using plastic bags?**
The Library had moved to re-usable totes, but there was a cost for these and we wanted curbside pick-up to be free. Our plastic bags are reusable, recyclable and biodegradable.

**Can I drop off book donations?**
We are not accepting book donations, and our Friends Bookstore is not in operation at this time. We hope to accept donations in the next few months.

**When can I go into the Library building?**
The Library has a re-opening plan with several phases. We expect that you will be able to enter the library building in the next phase, perhaps early this summer.

**Is the café open?**
The café is not open, but we anticipate it opening this summer.

**Will you continue to have programs online?**
This experience has taught us how much our patrons enjoy some programs online. Once we can have programs in the Library, we expect to continue offering some online programs as well.

**I don’t have a cell phone. Can I use this service?**
If you let us know what time you will arrive, we will leave your package on the table for you.