



Curbside Pick-up for Libraries

- Libraries can offer curbside pick-up for items patrons place on hold or through another type of reservation-based system. Patrons should place a hold in the library's online catalog or make an appointment in order to make use of the curbside pick-up service. Libraries should consider how to support equity issues for patrons without mobile devices or internet access at home. For example, promote a phone number for readers' advisory services and check-out.
 - In addition to making materials like books and movies available, libraries may consider single-use projects (like take-home craft kits) that can be linked to a library's online programming.
 - Libraries should limit loans of games and toys.
- Once the library item is available, patrons should receive an email or phone call indicating that the item is ready for curbside pick-up. Libraries should put signage in appropriate, clearly-marked places to indicate the curbside pick-up instructions, e.g. where to park.
- Libraries may have patrons call the library when they arrive at the curbside pick-up location.
- Libraries should institute a contactless curbside pick-up system. For example, this could involve staff placing the pre-ordered items on a table or in a cart near the parking lot or designated curbside pick-up location with instructions that patrons wait to retrieve the items until library staff and other patrons have left the area. Items should be placed in labeled bags for ease of pick-up and to avoid unnecessary contact with the items.
**See SLO County Guidance to understand local variance.*
- If a patron has mobility issues, libraries should provide accommodations, such as placing bagged items on the hood or in the trunk of a patron's vehicle. If this is not the contactless method the library is already instituting, patrons should request this when calling the library upon arrival.
**See SLO County Guidance to understand local variance.*
- If feasible, libraries should implement contactless return system. Libraries may also accept returned items in carts or other containers that can be isolated and remain untouched for at least three days before handling or re-shelving. **See SLO County Guidance to understand local variance.*
 - The federal [Institute of Museum and Library Services \(IMLS\)](#), in collaboration with OCLC and Battelle, is creating and distributing science-based information and recommended practices designed to reduce the risk of transmission of COVID-19 to staff and visitors who

are engaging in the delivery or use of museum, library, and archival services.

- This research will include testing and developing guidance for cleaning and disinfecting of library materials. Visit oc.lc/realm-project to receive project updates.
- Libraries should consider additional steps when instituting curbside pick-up, including:
 - Discuss if security costs may increase to support staff entering or exiting the facility or to manage temporary changes in the library procedures.
 - Consider only offering curbside service at certain branches first to ensure proper staffing and security.
 - Consider supporting physical distancing for staff in the building by implementing one-way markers in the library stacks.
 - Share plans with community organizations, local businesses, schools and other stakeholders. Ask for help in sending out information about the library's services and to review translations for cultural appropriateness.
 - For medium/large library buildings, weigh the feasibility of adding temporary handwashing stations for staff if needed to support frequent handwashing.
- The California State Library will produce additional guidance on other services libraries can perform in future phases of the roadmap.

¹Additional requirements must be considered for vulnerable populations. The retail industry must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers must be prepared to alter their operations as those guidelines change.

