

Delivery

WRLS delivery will resume on the following schedule:

Monday: Delivery – northern and southern routes

Tuesday: Delivery – La Crosse Public Library, cleaning, sorting

Wednesday: Sorting and cleaning

Thursday: Sorting and cleaning, Delivery - La Crosse Public Library

Friday: Delivery – northern and southern routes

- If you do NOT want WRLS delivery next week, let Dave Reinders know ASAP: dave@wrlsweb.org
- Note that drivers will not perform upstream or downstream sorting, so there's no need to pre-sort your items.
- Delivery drivers will call your library when they arrive at your location.

MEMBER LIBRARIES WILL:

1. **TAPE & DATE:** Tape the top of the bin closed and write the date and time you "sealed" the bin on the tape. Once it's sealed, do not reopen to add items, start a new bin or tape with the current date and time. Drivers will not take bins that have not been taped and dated. (We'd prefer yellow masking tape that will show up better than the blue painter's tape in the example, but we work with what we have.) Each driver will have some extra rolls of tape – request some if you need it.



2. **SOCIAL DISTANCE:** Please do not engage drivers in conversation – wave and yell "hello" from a distance, but try to help them get in and out of the libraries as quickly as possible. We ask for your staff's cooperation to help to keep everyone as safe as possible.
3. **QUARANTINE MATERIALS:** WRLS staff will tape and date bins after they are packed at WRLS. Do not open the delivered bins until after 96 hours has passed, per CDC recommendations.

WRLS STAFF WILL:

1. **QUARANTINE MATERIALS:** Drivers will not open bins from libraries until after 96 hours, per CDC recommendations. They will then repack and note date/time the bin was closed so you know it's safe to reopen 96 hours later.
2. **SOCIAL DISTANCE:** We are setting up an additional sorting area in the WRLS meeting room so sorting staff will each have a separate work space, including separate entrances. Additionally, only delivery staff will work in the office.
3. **PPE:** Delivery staff will be supplied with gloves, masks, and disinfecting wipes.

Circulation Procedures

Returns

Knowing some libraries do not have lockable book drops and also that patrons will return items regardless, we recommend the following procedures to enhance safe return of library materials, if you choose to accept them. You may choose to refuse returns until some point in the future.

QUARANTINE: However you accept returned materials, if you choose to do so, keep them quarantined for at least 96 hours before staff handles them. This might include:

- a. Boxes outside: Have boxes outside that patrons can place items in, when they use curbside. Then cover the boxes, note the date and time on the box before moving, then open to handle materials after 96 hours. WRLS has a few decommissioned bins we can send out for this purpose – first come, first served.
- b. Drop-box: If you choose to use your dropbox, open it for a designated period and then relock for 96 hours so staff can empty it.
- c. These recommendations cannot cover each individual library configuration, but regardless of configuration, WRLS recommends staff not handle materials for 96 hours after return.

Curbside

Each library has unique parking/entrance situations, so these guidelines cannot suggestion configurations that will work for every library. If you need help with

logistics on your site, contract Kristen. However, the following safety guidelines will apply to each library:

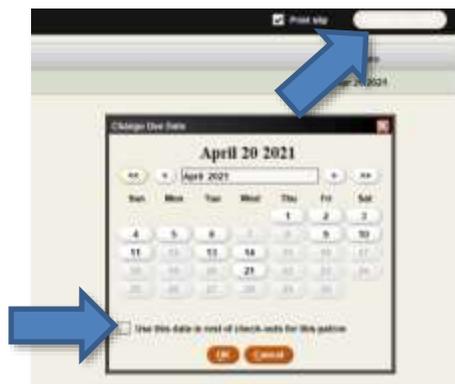
1. **Social Distancing:** Create as much distance between staff providing materials and the public. Ideally, set materials out for patrons in bags, with some kind of identification on the bag, such as initials. You may wish to have patrons call the library when they are on the way, in the parking lot, etc. and then set out their materials. The Governor's Order does require materials to be ordered in advance of pick-up, so there should be limited to no staff interaction with patrons during pick-up.
2. **Check Out Sheet:** We also recommend each materials package include a sheet or note attached to the top with the following minimum amount of information:
 - a. Patron identifier: Could be initials, last four digits of library card, code word, etc.
 - b. Packed date: Some people might appreciate knowing when you packed their materials, if they wish to quarantine further at home.

Sierra Guidelines

***Please let Nate know as far as possible in advance of your opening.** He will need to adjust item statuses and reactivate your library in Sierra. Please update this list: <https://bit.ly/PandemicServiceAdjustments>

Check Out

While all items will continue to be adjusted in batch to reflect a due date of June 2nd (for now), you are free to adjust the due dates at checkout in order to furnish receipts with the proper date if desired. Note that this due date may be adjusted again in batch for all checked out items as we move forward.

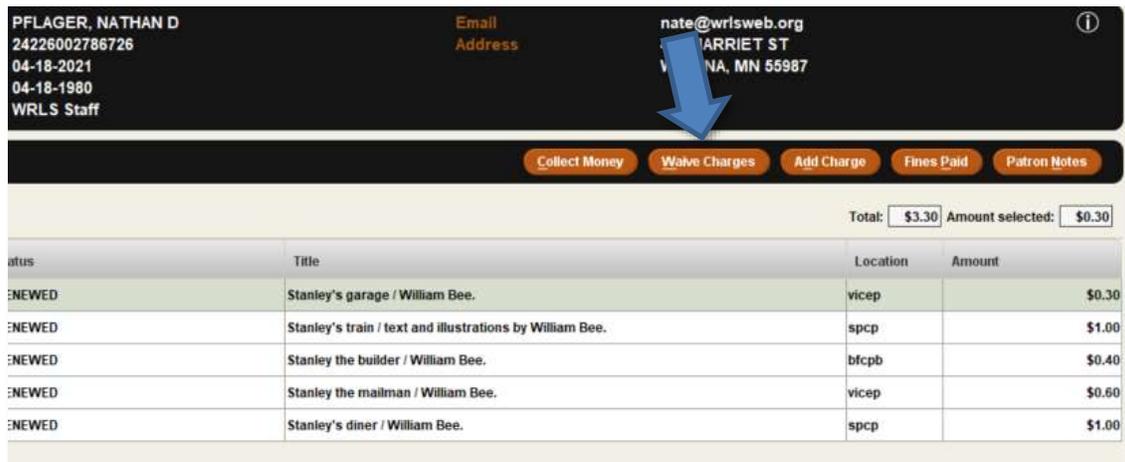


Check In

There's no need to backdate – all checked out items have had their due dates adjusted and fines have not been accruing during closure.

Fines and Fees

Since libraries have been “closed” in Sierra, time has essentially not passed for patrons with fines. However, if anything has slipped through the cracks, please make liberal use of Waive Charges, when appropriate. Please consult with owning libraries regarding lost item fees.



PFLAGER, NATHAN D
 24226002786726
 04-18-2021
 04-18-1980
 WRLS Staff

Email: nate@wrlsweb.org
 Address: HARRIET ST, MINNAPOLIS, MN 55987

Collect Money Waive Charges Add Charge Fines Paid Patron Notes

Total: \$3.30 Amount selected: \$0.30

Status	Title	Location	Amount
NEWED	Stanley's garage / William Bee.	vicep	\$0.30
NEWED	Stanley's train / text and illustrations by William Bee.	spcp	\$1.00
NEWED	Stanley the builder / William Bee.	bfcpb	\$0.40
NEWED	Stanley the mailman / William Bee.	vicep	\$0.60
NEWED	Stanley's diner / William Bee.	spcp	\$1.00

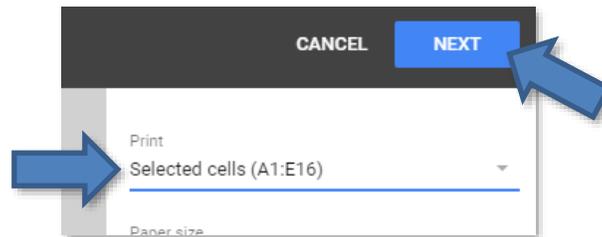
Report any fines/fee anomalies to WRLS so we can assess whether a batch process is needed to clean up any aberrations.

Holds and Paging

- New holds should not be actively encouraged.** Patrons should contact your library directly to place specific requests for specific items. We will reassess this guideline on May 8th when the existing hold backlog is more manageable and delivery has stabilized. On Encore, patrons will be directed to call your library if they have a request rather than placing a request directly through the catalog. Contact Nate if you'd like to place a limit to the number of holds a patron is allowed.
- Focus on items in your building first!**
 - Work toward emptying your physical hold shelf.** Don't clear it in Sierra yet! Contact patrons who have items on the hold shelf, if you are offering curbside. If not, let them sit and ignore the Clear Expired Holdshelf report.

COVID 19 Curbside

- **Inbound bins.** Follow guidelines above. Check them in as usual, fulfilling holds.
- **Dealing with the backlog first! - Checking the WRLS paging list.** These are older items paged immediately before and during library closures which have fallen off of your paging lists. WRLS will create a centralized paging list and update it daily: <https://bit.ly/PagingList>
 1. Click and drag to make a selection.
 2. Go to File -> Print
 3. In the Print dropdown, select Selected Cells and push Next.
 4. Print as you normally would.



- **Delay running paging lists** until the backlog is reduced. Know that your paging lists will only show holds placed recently. Most holds have long since fallen off since they could not be paired with an available item. Check these items in as usual, fulfilling holds.

Notices

- **Notices are currently** inactive. WRLS staff needs to keep phone notices inactive until Shoutbomb Voice migration is complete, anticipating within a week or two. We will reevaluate on May 8th.

Encore

During the first weeks, April 24 – May 8, you should consider asking patrons to scope for your library when searching in Encore and **call your library** based on items which are available in *your* library until libraries re-open and the delivery network has its footing. If a patron places a hold on a title which contains an available item at your library, the patron will receive that item according to **Local Holds First** rules.

