



# Library to Go

**Beginning Tuesday, May 19, 2020**

## **What time can I pick up my items?**

Library to Go will be available Tuesday-Friday 10:30 am – 6:30 pm

## **Who can use Library to Go?**

Library to Go will be available for current library card holders whose account is in good standing.

## **How does Library to Go work?**

- You can reserve available titles by placing a hold online.
- You can also request a specific book or other material by calling the library after May 19, and ask staff to pull a specific book for you. Please note the item you'd like staff to pull must be available on the shelf at RHPL. You can check availability by checking the online catalog [here](#). If the requested item is available staff will pull it and put it on hold for you.
- Hold requests are limited to 25 items per customer at a time. There is no fee for this service.
- You will receive a hold confirmation by email, text or phone to call and schedule your pickup time
- You may then call the Library to schedule a pick-up time during Library to Go hours only.

You will be given several 30-minute window options for picking up your item. Once you select a time, you'll be asked to provide your name, library card number, and phone number. If you are having someone else pick up your materials please indicate that during your call as well.

When you arrive to pick up your Library materials:

- Call the library 5 minutes prior to pickup or from the library parking lot, so that the materials can be placed on the to go table in the library entry. Provide a library card number when you call.
- Pull in to the parking lot and go up to the library porch
- Your items will be on a table directly inside the library doors. Pick up your items and go!
- This is contactless pickup and no face to face service with staff is provided. Please stay in your vehicle if staff or other people are in the entryway.

- If a patron has mobility issues and requires assistance, the patron will be asked to pop their trunk and library staff will place the items into the vehicle.

### **When are my items due?**

Items checked out prior to the Library closing for COVID-19 on March 13 are due on June 30, 2020. Any items checked out once the Library reopens for Library to Go will be due three weeks (21 days) after checkout. We do not have late fees. Return your items when you feel comfortable. Please do not return items by giving them directly to staff members or by leaving them on the Curbside Pick-Up Table, only return items at the outdoor drop box.

### **Where do I return items?**

You may return items through the outdoor book drop only. All items will be placed in quarantine for 72 hours before being placed back on shelves. Please allow 72 hours before your account will show your items as returned. If you need to return an item that will not fit into the outdoor book drop such as a baking kit or wifi hotspot, please return it during Library to Go hours by placing it under the table in the entry.

### **I returned my items, but my account says they are not checked back in yet.**

In order to ensure the safety of our staff and customers, we are placing all returned items into quarantine for 72 hours before checking them in. Your items should be marked returned shortly after that time period.

### **What are the safety precautions your staff is taking?**

All staff members are required to wear a face mask and will practice social distancing from other staff members and members of the public until further notice. Staff will also wash their hands and wipe down the table with disinfectant before and after each interaction with a customer's materials. All items checked back into Richland Hills Public Library during this time will be placed in a 72-hour quarantine before being placed back on shelves.

### **I got books and DVDs from the library – should I sanitize them?**

The Library is taking extra precautions to ensure the safety of their employees and patrons, and have implemented the following procedures: staff wear gloves to remove materials from the book drop, they disinfect the book drop and other processing areas, washing hands immediately after handling materials and after removing gloves, and sanitize the covers/outside cases of all materials. As an additional precaution, all materials that are returned to the library are “quarantined” for 3 days before being processed.

As always, you should wash your hands after handling an item and make sure not to touch your face. If you are touching the book or item frequently, and it will not cause any damage, you can wipe down the cover or the outside case with a disinfectant wipe.

An additional option for patrons who do not want to check out physical materials is to access Richland Hills Library's large collection of ebooks and other materials for digital download