

No Contact Pickup Frequently Asked Questions

❖How safe is this service really?

It is just as safe as picking up a take-out order from a restaurant! If you would like more information on how we plan to keep you safe while offering this service, our Infectious Disease Preparedness and Recovery Plan is available upon request. To request this plan email Library Manager, Michelle Rounds, at mrounds@midyork.org.

❖Is the book drop open?

The book drop is closed at this time. Materials can be returned in the designated bin during a No Contact Pickup appointment.

❖When will the library actually reopen?

We do not have a date to reopen the physical building at this time. We need to install safety equipment, reconfigure our spaces, and create new ways to get around the library. We plan to do limited in-house services (by appointment only) while offering No Contact Pickup before the physical building is open to the entire public (details to come). When we are open to the public, we will likely have to limit how many people are in the library at any given time.

❖Will the number of No Contact Pickup times increase?

Over time, we plan to expand our offering of this service to more days and for longer time spans.

❖How will I know when the library reopens or No Contact Pickup hours are extended?

You can always call the library for updates on our services, or stay tuned to our website (morrisvillepubliclibrary.org) and our Facebook page to find up-to-date information.

❖Will checkout limits increase?

Eventually. Due to the high demand of items at this time, coupled with slower circulation due to the quarantining of items, we have imposed these limits to aid our ability to fulfill orders to their greatest extent.

❖Should I wear a face covering?

For No Contact Pickup, we do request that you wear a face covering. When the library opens to the public, a face covering will be required in order to enter the building.

❖ **Do I need to sanitize my materials before returning them to the library?**

You do not need to sanitize them. All returned items will be quarantined for five days, and after quarantine, will be scanned by an ultraviolet wand to further ensure their safety before recirculating. This also means that it will take up to six days for the materials you have returned to be taken off of your account.

❖ **What if I cannot return my items before they are due?**

We do not charge late fees and we still have automatic renewals! We do ask that you return your items as soon as possible or as soon as you feel safe to do so.

❖ **How is the Library Staff staying safe?**

Library Staff is asked to self-monitor their symptoms at home as well as receive temperature checks and a health questionnaire before entering the physical building to work their shift. Staff is mandated to wear the Personal Protection Equipment (PPE) required by government authorities during the entirety of their shifts. Furthermore, staff has received additional training on proper hygiene practices as well as how to safely wear and dispose of PPE. Staff duties have been reconfigured so that social distancing among employees can be maintained at all times.

❖ **What has been going on at the library since it has been closed?**

The library has been providing the community with educational and entertaining virtual programming (see <https://morrisvillepubliclibrary.org/events/links-for-virtual-programs/>). We have been engaging with patrons and providing them with relevant COVID-19 information on social media. In addition, we have been planning for No Contact Pickup, the phases of reopening following it and updating safety protocols. Currently, we are working to convert our summer reading program to be offered remotely. The Library Manager has been spending several hours attending meetings, webinars and virtual press conferences to keep up to date on the pandemic and how it pertains to our library.

If you have any other questions, feel free to call the library (315-684-9130) or email us (morrisville@midyork.org) and we will get back to you as soon as we can!