



AGENDA ITEM REPORT

Meeting: Regular Meeting of Council, Operations - 17 Jun 2020
To: Members of Council
From: Rod Moffitt, Library CEO
Department: Library/Culture
Subject: Library Cultural Report

RECOMMENDATION:

THAT Council accepts the Cultural Report as information only, as submitted by the Library CEO.

BACKGROUND INFORMATION:

Library Board – The Library Board held their latest meeting on Wednesday, May 27th starting at 9:00 am via Zoom teleconference. All members were able to participate.

The next Library Board meeting is scheduled for Thursday, June 18th at 9:00 am via Zoom teleconference. Please email CEO Rod Moffitt if you would like information on how to access the next Library Board meeting (ceo@hastingshighlandslibrary.ca).

Preparation for pickup service – The Library staff put a lot of work into preparing for the commencement of pickup service. Below is a list of some of the preparations that were made:

- procedures were written for patrons regarding placing their order and picking up and returning their library materials in a safe manner.
- personal Protective Equipment (PPE) and sanitary supplies were purchased and are available for staff to use.
- the Sew n' Sews group made 2 reusable face masks for each staff member.
- laminated signs were created to be used outside to guide patrons through the pickup process
- four large totes were purchased to be used to quarantine books.
- white cloth bags were obtained to package pickup items in
- a tent shelter was borrowed from the HH Fire Department to shelter the book pickup table so that items do not get wet if it's raining.
- sneeze shields have been ordered for the circulation desk.

Pickup service commences – On Tuesday, May 26th, pickup service for the Hastings Highlands Public Library began. Below are the instructions for patrons to place and pick up their orders. These instructions can also be found on the Hastings Highlands Public Library website.

PLACING YOUR ORDER

1. Browse our [Online Catalogue](#) for the book(s) or DVD(s) that you may like to borrow and make a list.

(There is a maximum of 10 DVD's per transaction (Limit 2 TV Seasons) and 20 Books per transaction, not per card, just to start as we determine what a good balance is to accommodate individuals and larger families in our community. This is subject to change as needs are assessed).

- 2. Once you have your list of materials, call, email (hhplcurbside@gmail.com), or use the submission form on the HHPL website to place your order.**
(If you do not know what you would like to borrow, staff can create personalized recommendations but will require 24 hours notice to do so. We will also require the number of materials you would like to borrow. Alternatively you can search for your favourite books on our online catalogue and click on the title to bring up similar books, or browse websites like [Goodreads](#), [What Should I Read Next](#), [Bookish](#), and [Whichbook](#)).
- 3. Wait to receive a call or email back from staff with confirmation that your materials have been packaged. This is when we will schedule your appointment.**

(In order to prevent lineups outside of the building, appointments will be staggered and set every 15 minutes to start. As we assess how much time is necessary to safely conduct this service, the time between appointments may be reduced. **You may also arrange to pick up multiple orders, on behalf of friends and family**, so long as we have received confirmation from those individuals that you will be picking up their order. If mobility is an issue, please make arrangements at this time with staff).

PICKING UP YOUR ORDER

- 1. Arrive at the library at the agreed upon time.**
(If another patron is being served, remain in your vehicle or at a safe distance (6 feet or 2 metres) until they have left. Some community members rely on the library's Wi-Fi and may be in the vicinity. Always practice safe physical distancing. If mobility is an issue for you, arrangements can be made).
- 2. Deposit any returns in the dropbox. Do not place on the table, do not hand directly to staff. Return to the designated location when done.**
(The safe handling of returned materials are our highest priority in preventing the possible spread of COVID-19 in our community and as such, staff will not be directly handling returns while conducting this service. **Returns will be handled in the library only, following strict safety protocols.** At this time, we will also not be accepting donations).
- 3. A staff member will come out and wipe down the table. When they return to the building, please put your library card or photo I.D. on the table, identifying information face up, and return to the designated location.**
(We will be disinfecting the table before and after every customer in case of accidental contamination from individuals outside of the building who may be using the Wi-Fi. It is recommended you wait for us to disinfect before placing your library card and photo I.D. on the table to prevent cross contamination).
- 4. A staff member will bring out your order and verify your identity by looking at your library card or photo I.D before depositing your order on the table and returning to the building.**
(Placing your library card or photo I.D. with identifying information face up allows for contact free confirmation of your identity which is preferred, but staff will also be equipped with hand sanitizer).

5. Once staff have moved past the physical distancing marker on their side, you may collect your items and return to your vehicle.

(Please do not approach the table until staff have reached the physical distancing marker on their side. Accidental ignoring of physical distancing is something we anticipate and understand, but deliberate ignoring of physical distancing may result in a loss of this service to the individual responsible).

The current hours for pickup service are: Monday 11:00 am – 2:00 pm
Tuesday 3:00 – 6:00 pm
Wednesday 1:00 – 4:00 pm
Thursday 3:00 – 6:00 pm

As of Monday, June 8th, twenty-three patrons had used the pickup service. The feedback we have received is that people in the community are appreciative to be able to pick up library materials. The HHPL staff are doing an excellent job at keeping the pickup service running smoothly.

FINANCIAL IMPACT:

N/A

LINK TO STRATEGIC PLAN:

N/A

REFERENCES:

N/A

Prepared By:

Rod Moffitt, Library CEO