

Staff Guidelines when Providing Doorstep Delivery and Pickup Services at YVL

Starting Date TBD, Yakima Valley Libraries (YVL) will begin Doorstep Delivery and Pickup Services for Outreach customers. We thank you for your support and patience. -- *The Yakima Valley Libraries.*

HOW THIS SERVICE WORKS:

1. Place items on hold:

- Patrons will visit the YVL [online catalog](#) or call their library to place a hold. Please be aware wait times for specific items may be longer than usual.
- Or, our trained staff can help you to place items on hold or provide pre-selected materials based on your reading preferences.

2. Staff prepare holds:

- Staff will pull holds for patrons while wearing masks and using gloves. Holds are checked out to the patron in our computer system and will be placed in YVL bag with the checkout slip taped to the front.

3. Patrons will have their materials delivered:

- Staff will place the bagged library materials outside in designated spot at your residence or facility.
- Ask patrons to please stay in their residence or facility until Library employee returns to their vehicle.
- No physical contact with a library patron, or other member of the public is permitted under any circumstances.

4. Returning items to be picked up by YVL on the designated day/time:

- Ask patrons to please place any items they are returning in the designated spot at your residence or facility. Staff are not permitted to accept returns directly from patrons.
- Returned items will be quarantined for a minimum of 72 hours (3-days) before they are made available to the public. Items will remain on patrons' accounts during the quarantine period.
- Staff must remove gloves and sanitize hands directly after placing material in the quarantine area.

LOCATIONS, DAYS & TIMES

Locations, days, and times will be arranged with patrons and facilities by staff.