

Staff Guidelines when Providing Contact-Free Holds Pick Up at YVL

Starting August 17, 2020, Yakima Valley Libraries (YVL) will begin **Contact-Free Holds Pick Up**. At first, pickup service is only for holds that have been on the shelves since before we closed in March. After that, we will be processing holds that came in after our libraries closed.

Contact-free pickup of library holds is new to you and to us, and we appreciate your understanding as we fine-tune this service. We thank you for your support and patience. -- *The Yakima Valley Libraries*.

HOW THIS SERVICE WORKS:

1. **Patrons 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.
2. **Staff prepare holds.** Staff will pull holds for patrons while wearing masks and using gloves. Holds are to be placed in YVL bag with the checkout slip taped to the front.
3. **Verify that patron's items are ready:** Patrons will receive an email, text, or phone call when their items are ready to be picked up.
4. **Patrons make an appointment to pick up their holds:** Appointment for a holds pick-up is required. Appointments can be made by patrons online [here](#) or by calling their pickup library. When a patron calls the library to schedule a pickup, staff need to enter the appointment for the patron in our pickup appointment software.
5. **Patrons pick up their items:**
 - Patrons will pull their vehicle into one of the designated curbside pickup parking spots. Patrons will then call the curbside pickup number on the sign.
 - Verify patron identity by asking for their name and library card number or birthday or address.
 - Patrons may pick up items for family members if they have their library card number(s).
 - Ask patrons to wait in their vehicles while we check out their held items to them in our computer system. Wear gloves and a mask when checking out and delivering materials.
 - Place the bagged library materials outside in designated spot (please see below the designated spot for your library).
 - Ask patrons to please stay in their vehicles until Library employee returns to the building.
 - No physical contact with a library patron, or other member of the public is permitted under any circumstances.
 - Those picking up holds are asked to quickly come and go.

- What happens when patrons don't have a mobile phone or service? If cell phone service is spotty at the library or they don't have a mobile phone, we will tell them to call the library before they'd like to pick them up and make arrangements.

6. Returning Items

- Ask patrons to please place any items they are returning in the library's book drop located outside of the building. 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 wash hands directly after placing material in the quarantine area.

LOCATIONS, DAYS & TIMES

Due to parking, staffing, and building configuration, curbside service will look a little different from library to library. During Governor's Stay Safe Plan, Phase #2, libraries will remain closed for all other services and programs at this time.

<u>BUENA</u> Wednesday & Friday 1:30-5:30 Phone: (509) 865-2298 Designated pickup spot: Parking lot	<u>NILE EXPRESS</u> Unavailable for curbside at this time.
<u>GRANGER</u> Tuesday & Friday 1:30-5:30 Phone: (509) 854-1446 Designated pickup spot: Parking area out front	<u>SELAH</u> Monday – Saturday 10am-6pm Phone: (509) 490-5081 Designated pickup spot:
<u>HARRAH</u> Tuesday 1:30-5:30 Phone: (509) 848-3458 Designated pickup spot: Parking spots out front	<u>SOUTHEAST</u> Tuesday & Thursday 1:00-5:00 Phone: 509) 576-0723 Designated pickup spot:
<u>MABTON</u> Tuesday 1:30-5:30 Phone: (509) 894-4128 Designated pickup spot: Parking area out front	<u>SUNNYSIDE</u> Monday – Saturday 10am-6pm Phone: (509) 379-3371 Designated pickup spot: Parking near back door
<u>MOXEE</u> Tuesday 1:30-5:30 & Saturday 10:00-2:00 Phone: (509) 575-8854 Designated pickup spot:	<u>TERRACE HEIGHTS</u> Tuesday 1:30-5:30 & Saturday 10:00-2:00 Phone: (509) 457-5319 Designated pickup spot:
<u>NACHES</u> Thursday & Saturday 12:00-5:00 Phone: (509) 653-2005 Designated pickup spot:	<u>TIETON</u> Tuesday & Thursday 12-5pm Phone: (509) 673-2621 Designated pickup spot:

<u>TOPPENISH</u> Tuesdays & Thursdays 1-5:30pm Saturday 10am-1:30pm Phone: (509) 865-3600 Designated pickup spot: Parking lot out back.	<u>WHITE SWAN</u> Friday 12:30-4:30pm Phone: (509) 874-2060 Designated pickup spot: Patrons will park out front
<u>WAPATO</u> Monday – Saturday 10am-6pm Phone: (509) 490-5080 Designated pickup spot: Parking spots out front.	<u>YAKIMA CENTRAL</u> Monday – Saturday 10am-6pm Phone: (509) 494-2191 Designated pickup spot:
<u>WEST VALLEY</u> Monday – Saturday 10am-6pm Phone: (509) 490-5082 Designated pickup spot:	<u>ZILLAH</u> Tuesday & Friday 1:30-5:30pm Phone: (509) 829-6707 Designated pickup spot: parking spots out front