

COVID-19 Emergency Closure & Re-opening Plan Frequently Asked Questions June 1, 2020



The Timberland Regional Library Emergency Closure began on March 14, 2020 and is in effect until further notice. All Library Facilities, including Book Returns are currently closed.

As of June 1, the Governor has allowed in Phase 2 of the Safe Start plan for Libraries to offer curbside services only. Please check the updated Covid-19 FAQs on our website for more about our plans to provide Library Takeout. If you have additional questions, contact us at asklib@trl.org

Governor's Plan, Safe Start Washington

<https://www.governor.wa.gov/sites/default/files/SafeStartPhasedReopening.pdf>

Why aren't you providing curbside service immediately?

The Governor's Stay Home, Stay Healthy Order included our staff. Since our staff have not been able to enter our buildings due to that Order we have not been able to prepare our libraries for patron services. Preparations for Library Takeout (curbside service) have begun so that we can provide that service to you as soon as possible.

In order to safely loan materials as well as receive borrowed materials we must make sure we have sufficient cleaning supplies, staff training and PPE, and clear information and guidelines for our patrons. Though we have begun this work, there is still more to do. Another barrier to providing Library Takeout is the cleaning of our buildings. We must make sure our facilities are being cleaned regularly and well before we can reopen the buildings to staff or patrons.

What will curbside service be like?

When we begin **Library Takeout** (*what we are calling our curbside service*) you can expect the menu to include the following services:

- Existing and newly placed holds pick up
- Phone in or online requests for specific items or subjects for staff to gather for you
- Print job pick up by submitting print jobs remotely from your home or library parking lot
- Themed grab bags of books, movies, and music from a variety of genres

Services will be available on a limited schedule depending on the frequency that a library is able to be cleaned. Library Takeout schedules are not yet designed. The public will be notified as soon as they are finalized.

We will be unable to provide the use of restrooms, meeting rooms, and computers.

When can I return these items I have from the library?

Please keep your items until our libraries begin to provide Library Takeout at our physical locations. Book return bins will remain closed until further notice. We will inform our patrons via our newsletter, website, and social media when we reopen our book return bins. All due dates for materials have been extended to July 1.

What if I am moving away from the Timberland Library district? How can I return my items prior to your reopening?

You can leave your items with friends or relatives so they may return the items for you or you can mail the items back to us at the Administrative Service Center: 415 Tumwater Blvd SW Tumwater, WA 98501-5799

What is your plan for returned items? Will you be disinfecting each item?

We will place each returned item in a 72-hour quarantine. At that time the item will return to our collection to be borrowed by another patron. The CDC advises that time is the best disinfectant for materials. The CDC suggests quarantining items for up to 24 hours prior to returning to circulation (we will be quarantining items for 72 hours as an extra precaution) and reminding patrons and staff that proper hand hygiene is the most effective deterrent from catching the virus via non-human contact. Because of the nature of many of our items, we cannot effectively clean and disinfect each item. This process has been developed with other libraries in Washington state and may be modified as new information becomes available.