

COVID-19 Emergency Closure & Re-opening Plan Frequently Asked Questions



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.

Why aren't you providing curbside service like restaurants?

Under the Governor's Stay Home, Stay Healthy order, only restaurants and bars are allowed to provide take out or delivery service. Everyone else is to stay home and that includes our library staff. To keep them healthy we are following those orders. That order is going to be in effect until at least May 31st.

So as soon as the stay at home order is lifted you will open again?

We will not be able to open fully once the stay at home order is lifted. We are looking into ways to safely provide curbside service as a next step in expanding our services.

Offering curbside service can't be that hard, why couldn't you start offering it right away?

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. This work will take time and requires our staff to be back in the building. That cannot happen until after the stay at home order is relaxed or lifted. We will keep patrons informed about any service expansions.

Another barrier to providing curbside service is the cleaning of our buildings. Per our insurance company, we are requiring all our city partners to clean the library facilities according to the [CDC Guidelines](#). If these guidelines are not followed we will be unable to reopen the buildings to staff or patrons.

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

Please keep your items until our libraries begin to provide service 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 location](#).

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.