

Results of New Curbside Pickup

Vermont Department of Libraries – 5/14/20

Are you Currently Offering Curbside Pickup for Patrons

Yes – 51

Planning to by end of May – 27

If you haven't begun yet, what is your expected start date?

- We resumed a once-a-week pick up day last week, April 30.
- May 2
- May 5, 2020 (x4)
- Wednesday, May 6 (x3)
- May 6 or May 8
- Saturday May 9th
- May 11th (x4)
- May 11th to order and May 18th is the first pick up day
- May 12th (x2)
- May 14
- May 15
- 5/16/20
- May 18th (x4)
- Assuming Town Covid team approves, May 18
- 05/19/2020
- May 20, 2020
- Today, hopefully...
- Not sure exactly
- Still deciding
- We just began a soft rollout yesterday. Will post it on website tomorrow.

If you have been offering pickups, please estimate how many pickups you have in a week?

Of those who responded, the median number of pickups is 15.

- We have been giving away bags of weeded books and movies at the rate of about 3 per week.
- We hope to have 3 X when people can pick up. Monday, Wednesday and Friday.
- 0
- We did have service until the Stay Home....order. At that time we did 30-40 per week. These are pickups, there were many more individual items, i.e. a family might have 12 items, etc.
- prior to closing about 6 pick-up/deliveries per week
- 10 or less
- 15
- 12

- 20
- 50
- Approx 40
- We just started May 4, no idea of weekly pickups at this time. We circulated over 270 items the first day and our community rejoiced having access to the collection.
- Just started on May 4th - today. Got 5 requests so far.
- 20-30
- We started today and had about 15 pickups.
- 8-10?
- 30-50
- We're on our first week; still getting the information out. So far, 5-6 per day.
- 75
- 35
- 15
- 15
- Just started 3 days ago. So far only a few.
- 10-15/week
- 12
- 32 this first week
- 6-12
- Curbside service began Monday, March 23. Pickups are scheduled on on Monday's and Friday's. The average is 9 pickups on Monday's and 9 on Friday's.
- 10-15
- 30, but we just started and not everyone knows about it.
- 450
- 100
- 31 patrons responded the first week, 17 the second week.
- 3
- 20
- 5 (first week)
- 8
- 20 patrons/95 items on 4/30; 4 patrons/17 items on 5/7
- 14
- 100 pickups, 500 items (we're open six days a week)
- 12
- 3
- 145 items
- Saturday (day 1) I put out packages for porch pick up for 18 people with 1-6 books each.
- Not sure yet - We have begun with 75 appointments slots for the week (15 per day) and see if that is enough.
- 15 during Two 2 hour shifts
- Unknown as we are just starting this week
- Only started yesterday. Had 20 pickups then, only 5 so far for today. We will continue through Friday. Estimate 35-40 per week.
- Before we went public we had about 6 per week. We announced we were starting Monday, May 4 and we have had about 6-8 each day.

- 8
- 40 families
- We started today, so our one-day amount is 3 pickups.
- 15ish
- 12

What is working about your current process? What might you change moving forward?

- We have one person working in the building at a time and on a designated day. With curbside pickup we will be scheduling 2 people on the same day but working different hours so only one staff member is in the building at a time.
- We may have to expand the hours for pick up.
- We offered it before in the beginning of March. At that time we put bags on a cart, pushed the cart outside when people called to tell us they were here then brought the cart back inside and we only offered it 3 days for short times. This time we will be putting items outside on the bench and people can stop by any time that day to pick them up. We will be offering it more days with longer time frames.
- We haven't started yet.
- We will resume what we were doing: items checked out to patrons, items wrapped in plastic or paper for anonymity, labeled with patron name, placed alphabetically by surname on a cart in our lobby. Returns were directed to our outside book drop to avoid cross contamination.
- this is new not sure
- Curbside pickup is working very well. We are a small library, offering the service Tuesday and Thursday 10 - 4, with mainly the library director doing the work. We offer books, audiobooks, movies, photocopying, and printing. Patrons call or email, 1-on-1 communication is key. We have a covered front porch for pickups. Sometimes I deliver. We have a Tuesday box and a Thursday box to hold returned books in the basement for 1 week before reshelving. All covers are wiped with alcohol before reshelving and when checked out. For pickup, the items are placed in a plastic shopping bag with the patron's last name taped on. The other staff continue to work from home or at the library on days other than Tue and Thur. Moving forward, we might offer the service on Saturdays which would bring the other staff into the process."
- We had not had set hours. Starting May 4th I will be available 1-5 Monday-Friday
- It's all been working smoothly since we began on 3/18. Recently I altered the protocol for handling returns, delaying check-in for 5 days. (Total quarantine time for all returns has been, and will continue to be, 2 weeks.)
- We have been doing this for less than a week. What we are doing is leaving a cart outside our front door with wrapped "packages" for patrons on it. Labelled with first name and last initial. We have patrons choose a day they would like to pick up their items, and leave it out for the hours we are open during that day. We are operating curbside pickup during our former open hours. We will see how it continues to go and make changes as needed! We have been discouraging returns at this point, but hope to be able to determine a safe way to start receiving items back soon.
- It is no-contact, so feels very safe for staff and patrons. We use pre-scheduled appointments (every 15 minutes) and only leave 1 bag out at a time, so patrons aren't crossing paths and don't have access to anyone else's bag. Table is sanitized before leaving each bag.
- It's working great!

- We offered curbside prior to be ordered home and have built on the success of that model for resuming. We are also relying heavily on the honor system to reduce exposure between staff and the public
- Brand new to the process.
- I need to disseminate better guides to how to place holds within library accounts.
- Connection with patrons seems to be working well; we have a team effort so that no one person has to handle all aspects of prepping the pickup materials.
- Patrons can request items by filling out the Google Form on our website, I contact them to let them know that the items are ready for pickup. The materials are put in a paper bag in a plastic bin outside the library (so it is safe from elements). The process of putting items in a paper bag and leaving them outside seems to work well, it gives the patrons some flexibility of when they can pick items up and there is no direct contact. However, the system will have to change if we receive an increase of requests once we accept returns; we are running out of paper bags and space in the bin for multiple requests at the same time.
- Our system works well. Only one person handles each delivery, and we currently only have one staff member in the building at a time. Orders come through phone and email, are confirmed, then checked out, packed, and set on rolling carts. The carts still on our covered porch during the pickup time.
- We're happy to provide books and materials to patrons. They appreciate this. As of now, social distancing seems to be working well. People in the parking lot are being careful and respectful. Two staff members at a time are working and we are practicing social distancing and wearing masks. We use gloves to handle books and there is plenty of sanitizer right now.
- Patrons are thrilled! We may expand the days and times available for pickup. Currently only offering 4 days with 4 hour windows.
- Publicity
- What is working great, is letting people reach us through phone, email, or FB with requests. Then arranging a set time for them to be outside the library to pick them up.
- Patrons email or call and we fill requests to put outside on a table for pick up. Returns are surface cleaned quarantined for 14 days. We have been on reduced hours but plan to expand our hours mid-May, allowing more time to process requests.
- Not sure yet! We set hours that we may change. We asked patrons to return books in bags labeled with the date, but patrons came into our entry room looking for the book return box anyway, so we put it back out as well.
- People pick up materials whenever convenient for them, 24/7.
- I am making appointment times for "front porch" pickups in order to avoid contact between patrons. I make sure that I'm given plenty of time to pull, clean, and bag the materials before the patron arrives to pick them up. At this point it is at a manageable level. I will have concerns as more and more people start using the service. It takes a lot of time to pull and clean the materials that are being returned and going out, especially since I'm here by myself.
- Keeping the process as simple as possible has been our mantra going into it. I would like to simplify the communication chain and expand our service hours to make the service more user-friendly.
- The community has really appreciated the service!
- It is working fine right now. I have the patrons email me or call me in advance and put in their order. I let them know the pick-up hours. I sanitize the books and put them in a paper bag. The patron tells me when they will come to pick-up the bag of books. I meet them outside, put the

bag down and stand at least 6 feet away, say hello, ask how they are doing, and go back inside while they pick-up their bag.

- People are very excited and happy to get materials from us. I wish more people were asking for materials but we are just putting up posters. I am going to phone people who might not be on the Internet. We can easily handle the number of requests so far.
- "Overall we have a strong procedure that follows the ACCD and VTLIB rules. We have 3 circulation workstations set up at distance from each other, and each has a phone. It's hard to talk into a phone with a mask on!
- When we started, we immediately realized we had to change the language of our automated hold message. We realized we needed minimum 3 librarians to handle the workflow. Going forward we may need to add a 4th librarian, and extend the length of our shifts to give more lead time to pull holds. "
- I think we've got a really good process. Here's what's working really well: Responsiveness to patron requests via email and phone. No limits on number of items borrowed, to minimize the potential number of trips into the community. Our pickup set up / strategies for minimizing in-person interactions. Offering copying/printing/scanning/faxing services.
- People are very excited to have access to books again. We are using a whole week of quarantine time for incoming books... this is a big help. We have warned folks that circulation is slow because of this quarantine time. Since we are a small and pretty casual library this can be handled very personally, and with understanding. The only thing I see changing in the nearish future, is allowing two staff members into the library at a time. It would be helpful to have someone shelving.
- We might to more publicity to inform more people that this service is available to them.
- Having a covered porch makes it easy to leave items out in a paper bag (stapled closed for privacy) with the patron's name on it. We do quarantine our books that come back for a week and wipe them down before they go out again.
- It seems to be working. We have done it for just 2 days so far. Working: people putting Holds or otherwise letting us know what they want. We pull items sanitarly and set outside the building on a table under cover.
- The community is so very grateful for the ability to check out books, puzzles, DVD's and audiobooks as a support for their mental health. Our pickup area encourages social distancing by it's layout and patrons almost never overlap. Moving forward, I would like to add one more day of service. I will also consider having a more formal request process as demand increases beyond email/phone system I use now.
- We are a small town so I can leave books safely by the back door for pickup, so there is no contact other than my handling the books and bags, which I do while masked and gloved. I am working on a way to track requests/fulfillments and statistics so I don't miss any coming in. I have done this by creating a folder in my email and I put the requests in there. Then, when I have completed the order, I move it to a subfile called ""fulfilled."" If there is a smarter/better/different way to do this, I'd love to hear what other folks are doing.
- Our system works well, I've updated our process throughout (we only stopped for 2 weeks in April) to deal with issues I experienced.
- We have two staff members, as that's the minimum to run the operation successfully. However, we might add a third because the two have been overwhelmed at times (there is a lot of demand). Other than than, we're following VOSHA/OSHA guidelines carefully and are operating in a safe manner.

- Our circulation is actually mostly home delivery. We have a lot of feedback that people like that option. We have policies in place to limit contact between people by scheduling curbside pickups, which seems to be working well. For those people who have already signed up, many have had more than one delivery. I would really like to get more people signed up, but I'm worried about our capacity and PPE into the future.
- It is working well in that it is much appreciated and we are confident that we are following safety protocols: no in-person transactions, bagged materials that have been isolated if they have been returned within a week, staff working alone in building and wearing gloves, etc. Moving forward, it seems the isolation time for returned items can probably be shortened through newer recommendations. Hope is we can soon open, again with careful safety protocols. Expect, however, to continue the curbside option even then.
- Patrons seem to be somewhat confused with the process. Order by email or phone call and stop by during posted available hours. Some people still do not understand our catalog is online (and has been for 10+ years. I have failed.....Sigh
- We're just starting and so will evaluate it over the coming week to see what snags arise.
- We just began this past week, staying the same for now.
- Unknown
- Moved to 15 minute time slots, 5 minutes apart. Pick up from 11-2 only Tu-Fri. May cut down number of days or time slots. We need to make sure all are coming around same time to maximize staff time on other activities.
- We have patrons put books in cart and email us the cart or place a hold...both of these work. Some just call.
- We are currently quarantining materials on the way out of the building which delays fulfillment. I am hopeful we can relax that, eventually. We quarantine 7 days on the way in before re-circulating.
- Most orders received via google form which is good to have in one place with a time stamp showing when they came in.
- The online google form is key - so organized and easy to pick from. 2 days is plenty and very efficient - also only 2 hours a day - works well with people picking up
- As of day one, things are working well. We will see how things continue.
- People are getting resources they need. I'd love to not have to call everyone back with a pickup time.
- Our current process is working. It's intensive and time-consuming, but these steps ensure my safety, patrons safety, distancing, and no contact transactions to the best of my ability.

How long do you expect your current supply of masks, gloves, hand sanitizer, soap, disinfectant, etc to last? Where do you plan to get more from? Do you have any concerns?

- We have plenty of gloves - approx 6 months, 4 months of disinfectant and soap. We are using hand made cloth masks which we wash and reuse. We have been able to purchase disinfectant (70% Isopropyl Alcohol) purchased at the local Dollar General. Staff has bought disinfectant cleaners at local stores when available. Staff are washing hands more often reducing the use of hand sanitizer. I expect to be able to purchase what we need unless there is an increase spread of the virus.

- I am concerned about the lack of availability of hand sanitizer. We have ordered disposable masks for patrons who come to the library without masks but the supply may be exhausted quickly. Staff have washable masks, etc.
- 2 months; we've ordered more from Amazon but there is no guarantee that they will arrive in time.
- I have my own masks, and so does the other librarian, which I don't think will last as long as I wish them too but at least a month, as for the hand sanitizer and other disinfectants, I don't know, but we have a few bottles and only one person working per day, so, hopefully at least a month or two if not more.
- I just ordered washable masks and gloves. The school is going to provide disinfectant. I am worried about hand sanitizer. The board is working on it.
- At the moment we are not taking returns or interacting with anyone. Only one librarian in the library at a time and we are closed off from where our patrons pick up. We are connected with Barstow Elementary School, so are able to get disinfectant (for now) from them. I'm unsure still how we'll keep in supply of hand sanitizer. We have our own masks.
- We need more masks, gloves, right now. One of our staff members doesn't have a mask, but I got someone to mail me one. She'll need more. We might be able to have enough for a week. Yes, I have plenty of concerns. We could do this, but we could never open with the supplies we have now.
- Staff have their own masks. I bought 5 to have here if someone forgets theirs. I will not be able to provide any to the public though if they will be required for them to come into the library. I was fortunate to have made several purchases before the virus really hit. Disinfecting wipes are the only things I will run out of but if we quarantine books for the recommended amount of time I won't need wipes in the immediate future.
- Right now we are short on hand sanitizer. I have contacted a couple of local stores who said they would save some for the library.
- We expect our current supply of masks, gloves and hand sanitizer to last for about two months. Our town offices let us know that they can continue to supply hand sanitizer to us as needed. We are a joint school and public library and the school let us know that we can continue to have soap and disinfectant as needed, as well. At this time, we do not have concerns.
- No supply of masks other than those made by staff individually. One box of gloves, not nitrile, regular soap, one gallon of hand sanitizer. Unsure where to get more. Yes we are concerned.
- VERY minimal current supply. Town Administrator is looking at COSTCO today. Library Director looks several times a week at numerous sources. Currently, for 3 books to be delivered curbside it will cost us around \$1.30. Not sure of how great demand for curbside will be, but this is a major budget item that was unanticipated. We need to do this as cost-effectively AND as safely as possible for our staff and patrons.
- 3 weeks on sanitizer, 2 months on soap, disinfectant is low, and we only have our personal masks. Not sure where we will be able to purchase more.
- just ordered more gloves, & several gallons of bleach to make disinfectant. my current concern is my limited supply of hand sanitizer. i have plenty of hand soap.
- 2 weeks
- HOW LONG: Not sure. WHERE GET MORE: Working with the town on this. CONCERNS, yes. That someone will get COVID-19 because of these relaxed measures. That we will run out of and not be able to get more supplies. That COVID-19 cases will increase as restrictions are lifted, and we will again have to go into lock down.

- Yes I have concerns. We have had a donation of cloth masks for staff (2 per staff member to allow for daily washing) but as for gloves, hand sanitizer, soap and disinfectant we are coming up empty. We have a couple of staff members looking for these products both online and locally but as of yet have not had success.
- I expect it to last at least one month. I have been getting supplies from Sams' Club and CVS. I do not have concerns.
- 1 month - masks have been purchased (washable) and we have enough soap & sanitizer for at least a month. Now looking for standaline sanitizer stations for public use (in future.)
- We'll use our own masks if necessary. We have enough gloves, hand soap, etc. to last for a while. When we run out of hand sanitizer I have the ingredients to make some."
- 3-4 weeks. I believe the Library will share ordering with the Town Office (they have a supplier).
- No concerns at this time. Just ordered a gallon of hand sanitizer from Caledonia Spirits for pick up.
- Supplies will last two months. More are on order from online vendors. Fingers crossed that we have more gloves coming.
- We are in pretty good shape. Found local supplier/manufacturer of hand sanitizer. Cloth face coverings are being supplied locally too. Custodian will be able to re-fill our spray bottles for cleaning surfaces.
- Still assessing our needs going forward, currently no working sink at our location
- We are only a staff of 2 planning on working on separate days, our town has purchased to boxes of 50 masks at this time we have no concerns and we have homemade washable masks too, so no worries.
- It is an issue of concern for my small library. I have 1 mask. I have a can of lysol, and one container of wipes at this time, and a low supply of gloves and hand sanitizer. If I am not able to find more of these supplies I am afraid I will not be able to move forward with curbside service. I have reached out to my trustees and I continually look online and in the stores.
- Anyone entering the library supplies their our own mask and gloves. We have plenty of 70% isopropyl alcohol. I will need to buy liquid hand soap in a couple months.
- I probably have a month supply left of disinfectant wipes,spray,gloves. I've been picking up anything can find for supplies
- With home-made options, mask supply is no problem. We have a good supply of gloves and disinfectant, but the challenge will be finding sanitizer. We're good for some time with just one person working in the building. If/When we re-open, this will be a problem.
- We have reusable cloth masks, so no real worries about supply for staff there. For cleaning products, we may run out of our lysol wipes, but will still have and be able to obtain other approved disinfectants.
- Indefinitely. Staff masks are cloth. Using reusable cleaning wipes in an alcohol solution. Gloves haven't been hard to obtain. No concerns.
- Not long.....we're working on it.
- We are trying to acquire as much as possible and our municipality is assisting with acquiring supplies. It is very, very difficult for even our police dept to acquire supplies like hand sanitizer.
- Several months - no concerns. One of our trustees has helped find supplies at Ocean State Job Lot in St. Johnsbury.
- NOT LONG ENOUGH!
- I think we have enough supplies to last until the end of the month, if there is only one person handling the preparation of pickup materials. I am worried that we will not have enough gloves and wipes to manage when we start to let patrons into the building.

- We are running low on our supply of gloves, hand sanitizer, and disinfectant, but we are working with the town to order more through their supplier. I just use masks that I made myself, and I work alone, so I will be able to reuse those. My biggest concern is disinfectant because the town has been unable to order any additional disinfectant themselves and I have not been able to find it available anywhere.
- We have a sufficient supply of cleaners and disinfectants. We do not use disposable masks or gloves but rely on cloth masks and hand hygiene, so as to ensure that PPE are available for health care professionals who come into contact with bodily fluids have sufficient supply.
- We have quite a lot now. I do worry about the future, but our trustees are helping us to stay supplied.
- Between stocking up with alternatives to wipes and help from our fire department we are good for a while. The Town is in the process of moving to a Business amazon account which as a municipality, you have access to ordering COVID supplies which the general public does not have.
- Couple of months
- about 1-2 months. We are constantly checking sites to order as they become available.
- Expect to last through end June, hopefully by that time more wipes/etc will become available. Planing to order online from Staples.
- Enough supply for a few weeks. Will have to order more or purchase in local stores. Some concern that supplies could run out if stores run short.
- Plenty of gloves for our small library. Will get more soap and disinfectant from local general store. Our main concern is how the influx of summer residents from out-of-state may complicate things!
- Not much hand sanitizer left, though only two of us, no contact with patrons. Will we be able to find more? Thinking of the future, will we be able to find a thermometer?
- A couple of weeks. Gloves seem to be the problem at this point.
- Not sure. I'm keeping track of how much we use each week for several weeks to get an idea. We will have trouble finding disinfectant wipes and hand sanitizer. We have masks, gloves, soap. And these seems easy to get.
- Central administration controls all of this. We seem to have plenty of supplies.
- Indefinitely!
- I have plenty of sanitizer, soap and disinfectant and enough cloth masks so I can wear a clean one every day but I will run out of plastic gloves.
- We do not have any members of the public enter the building at all so we don't need to wear masks inside the building. Only one staff person is in the building at a shift. We are not using gloves as the information I have read shows that washing hands frequently is better than wearing gloves. There are only limited places we are contacting material that is possibly contaminated. That is the book drop. We empty the book drop and clean each cover with disinfectant wipes, space them out to dry standing up, and quarantine them for a week. As soon as we touch finish that task we wash our hands. We have enough hand sanitizer, soap, and disinfectant to last a couple of months.
- Right now we estimate that we have 4 weeks supply of gloves, sanitizer, soap, and disinfectants. We're using spray disinfectant and paper towels because wipes are in the shortest supply. We are taking stock of our cleaning products at the beginning of every week to gauge usage during the week, then ordering from Amazon, Staples, Costco; wherever we can find/get it.

- Masks are washable and re-usable. Not using gloves. Washing with soap and water, which is effectively limitless. Using a bleach solution & isopropyl alcohol (electronics only) for cleaning. No worries about supply.
- We are looking at a number of different sources. Since our needs are relatively small, I think we will be ok. We have handmade masks.
- Only have a few gloves and a mask made at home. Would like access to more gloves.
- We are using washable cloth masks, we have a 7 week supply of gloves, at least 5 canisters of wipes. 3 bottles of Lysol cleaner and a gallon of bleach. We have about 1 refill bottle of hand sanitizer, so will probably need more in about 3 weeks if only staff are using it. This will be on my permanent shopping list for now, whenever I see some.
- For many more weeks; we laid in a good supply and then have been closed until last week. We have no concerns about getting more.
- If our building remains closed, our supplies should last several more months. We have a local distillery in town that has been making and donating hand sanitizer, and a large volunteer group making masks so I feel comfortable that I can restock as needed. Gloves also seem to be readily available in our community as well.
- I am having trouble getting supplies and am using my own. I am the only one here in the building so I have my own homemade masks and food-prep gloves, wipes and gel. This is an issue. Also we need BAGS. I am using paper grocery bags that have been sitting at my house for a while, but this is another area of need.
- It is only me using the library space, 3 days a week, so I use very little. If things don't change, we have plenty. We will need more hand sanitizer and disinfectant if we open up to the public, even in a limited capacity.
- We have enough to last a few weeks, but will quickly run out if the doors are opened to the public. We can probably acquire enough to keep curbside going but not enough to reopen the building.
- I paid a staff member to make cloth masks for our staff, so that most pressing need is fine. We have enough disinfectant supplies to last around 60 working days. Since we're down to 3 days a week open, I think we'll be ok for a little while. I am more concerned that I don't seem to be able to find anything for sale. I am looking for more disinfectant wipes-- I just keep scouring online sources. It would be nice to be on a waiting list somewhere. I'm planning ahead-- I don't mind waiting.
- 30-60 days. We are fine on sanitizer and gloves for at least 60 days. Staff are using re-usable fabric masks, so they will last indefinitely. Disinfectant is the trickiest part. None of our online suppliers have stock, so we are buying at the local grocery store. They limit to one disinfectant purchase per visit, so it is hard to purchase ahead.
- We have people making masks so that is not a concern. We will have a few to offer patrons if needed. We bought 5 gallons of sanitizer from Silo. Gloves and disinfectant wipes may run out as they are on backorder. Soap and handwashing, however, seems most important and that is available. This week a volunteer is building us circ desk shields out of plexiglass for reopening.
- I have a couple week supply for my personal use. I made my own masks and Vermont Soap has hand sanitizer available. I have a supply of hand soap and paper towels. Gloves and cleaning supplies might be a problem. I am concerned about cleaning once the doors are reopened, especially the requirement to clean the bathroom 3 times a shift?! I have a custodian 3 hours one day a week. Who is going to do that? And clean everything else? We are a one person library. Our water heater is a 2 gallon electric. Good for one good handwashing before it recharges. When we reopen the public restroom may not be public any longer.

- We have enough materials for the staff while we are closed but I have concerns about providing these to the public once we open. State or Federal funding for these would be greatly appreciated.
- At least a month, maybe two. I look for more every time I am at a store. Last week I found some spray cleaning product. We're good with soap for at least a year. Masks and gloves are good too.
- A while. We only have 2 part-time staff (including me) and we only offer curbside delivery 2x/week. We share a building with the town clerk. We accidentally bought a bulk order of hand sanitizer months ago, and it will last a very long time. My co-worker makes masks and made a few for me. Town clerk is supplying gloves, soap, and disinfectants.
- We are okay for now. Ordered in advance, just got it in after 5 weeks. We will order more now, expecting to get in another 5 weeks or so. Ordering from Magee, Amazon, wherever we can find it. It does take time to do this, however.
- ?
- We have enough supplies for pick up. We are making plans to stock up for re-opening, including contacting Aqua Vitae for possible hand sanitizer.
- a month? My only concern is hand sanitizer and gloves - part of the reason we are not accepting returns right now. I have ample soap and hand-washing availability.
- I have supplies for me for about a month. If we reopen the building, then I will be out very quickly. I have not been able to restock from traditional sources. I am also concerned about the amount of time cleaning will take - we will have to hire someone to clean. It is not in my job description to be both full-time director and full-time custodian.
- I definitely have concerns about this, specifically about hand sanitizer and disinfecting wipes. I'm encouraging my staff to do handwashing instead of using sanitizer and to spray anything they would like to disinfect instead of using wipes. These measures are actually better than sanitizer and wipes at disinfecting, and local stores have had an easy supply of soap and spray disinfectant.
- Few months
- I provide my own washable cloth masks. We ran out of gloves during the first week, disinfectant will last another week. The City's health and safety officer is now responsible for ordering these items. We have hand soap to last several months. Hand sanitizer will last another month or longer. I've been using this only when doing home delivery, and using hand soap when in the library. I have serious concerns about being able to maintain a supply of these items.

What would you need to make the curbside delivery process more successful, if anything?

- Overall testing of the population for COVID19.
- Not sure at this point.
- More staff, more money for collections (there is a spending freeze)
- more advertising. Not many of our patrons go online or check our website.
- I wish we could have a curbside drop box. Also, a consensus about when a book is "sanitized" and available for recirc. Right now we are planning on quarantining books for 14 days in trash bags.
- Clear information on disinfecting process for returns. The webinar was helpful, but the epidemiologist never addressed mylar covers on books, only repeatedly said he wasn't worried about "paper-based products."

- "Not sure yet, since we haven't started, but a positive attitude goes a long way!"
- Nothing at this time. We just need to be adaptable when we notice something that doesn't work.
- Unsure
- Supplies!!! Need clear guidance on best practice for infection control with at-risk staff.
- We won't know until we start.
- An easier way to display signs about social distancing, staying home when ill, wearing masks.
- Good publicity, which we will supply by our site, FB, our Constant Contact email list, Front Porch Forum, and an add in the Caledonian-Record.
- Well, it would have been helpful earlier to have shared procedure examples.
- I would need all of the necessary ppe equipment and sanitizing supplies. As a staff of 1, I have to make sure this process is sustainable.
- Not sure
- all o.k. for now - if the demand were to spike, it might become more challenging
- It seems to be going okay so far. We just need to determine a safe way to receive items back and redistribute them to other patrons, while keeping out staff safe and protected. While we are isolating and sanitizing any returns we are currently receiving, we would like to have a more concrete process in place before really moving forward with this.
- More time - more staff. It is a lot for one person (me) to manage. I am checking out about 1000 items a week this way.
- "It's working great."
- I'm all set - thanks.
- More time to plan out process.
- Once we are able to safely accept returns I think our curbside delivery process will be more successful because we will have more materials available to request.
- So far, it seems to be working well.
- More patrons
- I feel it is doing well.
- We need to message to patrons an appropriate amount of lead time for requests. Some are expecting on demand but as more people get used to this, we need more time to process.
- Won't know until I start tomorrow.
- Perhaps state-wide advertising? I'm doing all the PR I can, but not sure the word is getting out to everyone.
- Better promotion? Will be nice when we can use materials from other libraries.
- Just disinfectant and hand sanitizer and more paper bags.
- Ability to allow more staff to work together at the library. Current workplace policy is far too restrictive.
- More advertising!
- I can't think of anything right now.
- I am going to keep thinking of ways to get the word out that we are doing this. People are also requesting printing which we are doing. I am going to post more info on Front Porch Forum. It was just in our local newspaper. We have a swinging sign outside the library announcing that we are lending.
- More lead time on shifts and bigger signage. That plus time to get people used to the process.
- I think we've got it down!
- Another person in the building to do the shelving.

- More paper bags. Fortunately some of our patrons have donated bags. We have plastic bags, but most of them are not as opaque as paper, not as good for maintaining borrower privacy.
- It would be great to have our book suppliers reopen so we can start getting more titles in.
- We are not currently accepting returns. Having the results of the IMLS/OCLC study on residual fomites on library materials would be helpful.
- Nothing
- A permanent outdoor book return would make it easier. We've been dragging our book return in and out of the building, which is cumbersome, but feels like the right choice right now.
- This is a time-consuming process for the staff as we are in library limited hours. We feel we have done a good job of letting people know the availability of this, but closed libraries are a different message. While some people are making frequent, grateful use of the curbside delivery, most patrons obviously are not.
- Better signage. Like a banner of some sort.
- Don't know yet.
- Unknown
- I think curbside will work out OK as is. Expecting it to continue for up to 6 weeks before moving to next stage of limited reopening.
- So far it works for us with the steps we have in place.
- Concrete data on handling returns and safely recirculating materials.
- It's doing great now - but I could use bigger bins, since it has been so successful. I will also run out of bags at some point.
- We definitely want to do more advertising and getting the word out that we are offering this service. Hopefully, word of mouth will help spread the news in our small town as we use social media, flyers on local bulletins, signs outside the library, our website, and local news outlets. Otherwise, I think it's just a matter of getting used to the new procedures and getting the patrons used this setup as well.
- Maybe be able to text everyone rather than call?
- I do need to promote it more widely. I was reluctant to until guidelines were given, and not knowing if I can source more disinfectant.

Any additional information, questions, or feedback?

- Thank you for the support and information.
- what would be the simplest and best way to keep our patrons safe? we are a small town with a small amount of patrons, most of which or older. I just want to keep them as safe as possible and get them the books they like.
- I'm wondering how other libraries are letting patrons know what items are available.
- We are hopeful that the set-up we have put in place for curbside pick-up will run smoothly. We still plan to keep our "Blind Date Book Shelf" which is located outside our local Shaw's Supermarket (all books are wrapped in wrapping paper with the genre on the spine) . So far we have given away over 1300 books from that book shelf. Curbside is our next step to get more specific materials to our patrons. Thinking ahead opening the library seems like too big a leap for the near future as we serve many summer visitors and second home residents.
- Thank you!
- ?

- I am personally uncomfortable with lending materials right now but am giving in to public pressure to resume lending. There are too many unknowns with this virus and how it spreads.
- I'd be happy to send our curbside plan, if you tell me where to email it. Thank you.
- No
- Thanks for all you are doing!
- Please provide timely guidance for stages of allowed re-opening.
- We are in phase I of our plan today. The books are put outside for pick up. If someone has a need of other resources (computers or printers) they can make an appointment to enter the building so we can properly disinfect. Masks will be worn by everyone
- Returns are being quarantined for 7 days before I touch them to check in. Then they are being sanitized with alcohol wipes and left on a cart for a couple more days before shelving/circulating.
- We also offer delivery
- We couldn't process all the holds on our items the first day of offering curbside. I expect when we catch up with the backlog we will be able to keep up with the demand.
- I think the real problems will come when the library itself opens - getting hold of plexiglass shields, setting up contactless checkout, scheduling computer use/visits - this sounds much more involved and complicated.
- I have received many positive comments about our curbside pickup service, a couple of people now have said it felt like Christmas opening their bag. I try to put some coloring pages, bookmarks, and a friendly note in the bags if I get the chance.
- I have used daily postings on our Front Porch Forum to highlight new materials or topical collections (like gardening) to help people think of what they might want to borrow.
- We incubate returned books for 3 days (patrons put them in our drop box). We then sanitize them and check them in. Bins that are lined up on our tables hold the incubating books, and the bins are dated according to when they are retrieved from the drop box.
- Thanks for asking!
- Be positive about the current situation
- Hoping we can begin interlibrary loan soon as well.
- Looking forward to continuing guidance from VT Dept. of Lib. Like most libraries, I am concerned about opening the library too soon and would like to start hearing from more libraries on their plans for SRP.
- Please remind us to fill out this form again in a few weeks.
- We are a small library, so it has been easy and rewarding.
- not at this time
- Our library is a small town library with 10 to 15 requests per week so I am able to allow ten items per pick-up. Libraries with more requests may only want to allow 5 per pick-up.
- Curbside pick-up is quite easy for us and my staff has no contact with people in the manner we are doing it. Our future looks more difficult as our building is really small and when we are allowed to let people into the building we have a phased-in plan for that.
- We're much more concerned about how we will re-open the building to the public. We have worked hard to be a community gathering place, and now we have to un-do or at least severely limit that role - especially with our late-elementary / middle-school aged users, and our families with small children.
- "Each stage of this process seems to present new anxiety producing decisions. Now that we have come up with a protocol for curbside that we feel comfortable with, I am already feeling

anxious about the next stage of partial reopening...whenever that is. And then there is ILL too. That will take another person in the library building...and she tends to need a lot of help with her process.

- I am fully coming to realize how very personal, unequal and unique each library's (and in fact each person's) experience during this pandemic time really is. This makes it very difficult to present a general policy to be followed. In the end, suggestions really do work best, although these can seem frustratingly unspecific at times. That way each library can take everything unique to their specific circumstances into account...location of the library, age of patrons, or staff, layout of the library, layout of the town, passion of the staff, number of covid cases reported in the town etc etc etc. Thank you for all you do in supporting us!"
- Most of our patrons have been able to arrange for curbside pickup. We have not had to do home delivery, the few people who don't drive have family or neighbors who can pick up for them. We will increase publicity about this and expect it to increase somewhat.
- "There has been so many opinions, pro and con, expressed about curbside on the list serve. A better snap shot of what VT libraries, and perhaps, sorted by size of the library/town population might be helpful. I think this is an easier service to offer in small communities that in larger ones, but I am curious if larger libraries are going to attempt it.
- Sending all the books out, especially new ones, without accepting the returns (the only part of this process that worries me) is a bit worrisome, in terms of infectiousness and getting materials returned eventually.
- Any news on ILL starting up again?"
- Thanks for your guidance and approach that allows for libraries to do curbside if they see fit.
- "Our patrons are so excited that we resumed curbside! We re-started Tuesday of last week, and are doing pick up Tues., Weds, Thurs. We already have about 50 packages ready for pick up tomorrow!"
- We were running out of bags to use for pickup, but remembered that we had leftover plastic bags from prior summer reading programs!"
- It is worrisome that in the future libraries may be considered less essential if we are one of the last types of organizations or businesses to re-open in the state. This has obvious implications for budget allocations and fundraising. We can ill afford to have a public view us as less than essential, with resources available only online. Many protocols can be in place so that we can operate as safely as, say, a hardware store. Libraries can choose not to open or to be open in a very limited way, but we need to have options as the spigot turns.
- Sanitation is my biggest concern. Can DOL do a massive glove and sanitizing wipe buy and distribute on the basis ofcirculation?
- We kept the book drop closed. Patrons return their items on our table outside when they pick up their new items.
- Patrons were thrilled.
- Thanks for the resources about curbside pickup!
- none at this time.
- I understand that DOL cannot tell us what to do as we all operate differently but I think if DOL put out recommendations showing steps that can be modified as to how to do various services such as curbside it would be beneficial to all.
- I just re-started curbside service today (Monday, May 4). So far I have processed 20 orders for the week. Also please note that I am the only person working in the building processing these requests. The other supply I am concerned on running short on is bags and having money to spend on bags when I've been put on a spending freeze by the municipality.

- This service has been universally appreciated by my community. I have not heard one negative thing. Also, it has been wonderful to also be a site for donations to the food shelf - since everything else in town is closed.
- Patrons have been really grateful for this service. As more and more businesses and agencies open, I'm very concerned about reopening for a number of reasons.