

State of Vermont
Department of Libraries
60 Washington Street, Suite 2
Barre, VT 05641

Tel: 802-636-0040

Curbside and Book Delivery Service Guidelines

Per the STATE OF VERMONT EXECUTIVE [DEPARTMENT ADDENDUM 11 TO EXECUTIVE ORDER 01-20](#) [Work Smart & Stay Safe -- Restart VT: Phase II] issued on April 24, 2020, item 4.e., “Libraries may allow for curbside pickup for lending in accordance with guidance issued by the Department of Libraries.”

Each Vermont public library has the power to make decisions on if and how to provide services for its local community under the advisement of the library board and stakeholders such as the municipality and community leaders, if applicable. Libraries should weigh the potential vulnerability of members of their library community, staff, and participating volunteers when deciding how to proceed. All libraries should adhere to the orders put forth by the Governor of Vermont.

Any library providing services must, at all times, adhere to the mandatory safety and health requirements outlined in the [Update on New Work Safe Additions to the Stay Home, Stay Safe Order](#) dated April 17, 2020 and update on April 24, 2020. Please carefully review these requirements before proceeding. <https://accd.vermont.gov/news/update-new-work-safe-additions-stay-home-stay-safe-order> Information on the required VOSHA training can be found here <https://labor.vermont.gov/VOSHA> Furthermore,

VTLIB offers the following guidelines for curbside or book delivery services:

- Review the IMLS webinar recording [Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections](#) which outlines safe materials handling and environmental maintenance. Then determine whether your library has:
 - The physical space to offer an alternate service model while adhering to the health and safety requirements mandated by the State of Vermont;
 - The budget that can sustain the purchase of personal safety gear, cleaners, and disinfectants to maintain this service long-term; and
 - Adequate access to a source to purchase the necessary safety and health materials in order to maintain the service.
- Limit the number of staff members in your building. Ensure that work can be completed while maintaining distance, and shared spaces and equipment are regularly cleaned and disinfected. Make sure your operational processes require as little physical contact as possible.
- Avoid patron contact and physical handing off of items. Place them in an area where patrons can retrieve them themselves.
- If you are making materials available for patron self-service, make access as easy as possible to encourage swift pickup and flow and minimize handling.
- Post signage (and if possible, visual cues on the ground) about distancing, personal interaction, and mask wearing protocols prominently in your entire pickup area. Be prepared to address non-compliance with patrons.

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- If you have patrons come into any part of your building for pickup (e.g. a vestibule), provide clear instructions to guide them on how to maintain social distancing while entering that part of the building. Consider propping doors open to minimize contact.
- To encourage swift transaction flow and to cut down on face-to-face interactions:
 - Provide clear information on available services and service limitations, as well as detailed instructions on pickup procedures *before* patrons arrive, and
 - Post clear signage at your pickup location.
- Consider not accepting returns. If you must accept returns, develop a protocol that ensures safe handling (cleaning, isolation, etc.) of any incoming materials. Use materials handling guidance provided by [IMLS](#), the [CDC](#) and other reputable sources (refer to the bibliography included in these guidelines).
- Follow Vermont Department of Health and CDC guidelines on hand and face hygiene, as well as coughing and sneezing etiquette. Familiarize yourself with proper mask and glove protocols. Limit your activities to a single task while wearing gloves (e.g. don't check your phone while handling books).
- If you are considering home delivery, make sure you can adhere to the health and safety requirements while doing so. Also make sure you have the appropriate liability coverage. Connect with your municipality, library board, or insurance company to address this question.
- Evaluate your protocols frequently and adjust as necessary. Stay abreast of any new information and guidance regarding materials handling, physical space, etc. and adjust accordingly.

For questions, please contact your State Library Consultant or an Assistant State Librarian.
https://libraries.vermont.gov/contact_us/directory

Additional resources

- [State of Vermont Response to COVID-19](#)
- State of Vermont Department of Health [COVID-19 Information](#)
- [Bibliography for curbside delivery information](#)