**Jonesville District Library**

**Curbside Service Procedures**

Curbside Service will be available to Jonesville District Patrons beginning with Phase 2 of the Reopening Plan.

**Curbside Service includes:**

* Material check out to patrons
* Material returns from patron
* Basic copy/fax services

**Procedures for Curbside Service**

1. Patrons will call the Jonesville District Library at 517-849-9701 to make arrangements for Curbside.
2. Staff will write down information from patron on Curbside Service Request Form.
3. Staff will locate items from shelf, check items out to patron, and bag items for pickup.
4. Upon arriving at designated time for pickup, patron will call the library to let staff know they have arrived. **PATRONS SHOULD REMAIN IN THEIR VEHICLE.**
5. Staff will take and retrieve items from patron’s vehicle using safety guidelines and PPE as recommended.

**Restrictions to Curbside Service:**

* Depending on volume of phone calls, staff may need to record patron requests and end call before checking shelves for items. A return phone call may be necessary to complete transaction before patron leaves their residence.
* Hours of Curbside Service may be changed as needed to accommodate staff and/or patron needs. Hours of Curbside Service will be posted on the library website and Facebook page.
* For basic copying service: patrons need to have all items ready and instructions clearly marked for staff pickup. Staff will retrieve items, perform the copying service, and return items to the patron’s vehicle. Payment is required at time of service.
* For basic faxing service: Patrons must have all items ready and fax number clearly marked for staff pickup. Staff will retrieve items, perform fax service, and return items to the patron’s vehicle. Payment is required at time of service.
* Patron identification may be required as needed to meet Library Privacy Act requirements.

**Note:** MeLCat (borrowing and lending) and Visiting Patron Program is not available during Phase 2 of the Jonesville District Library’s Reopening Plan. The timeframe for these services being resumed may vary. Notice of any changes to these services will be posted as soon as available.

*Changes to Curbside Service Procedures may be necessary as this program progresses through the Phases of the Jonesville District Library’s Reopening Plan. Any changes will be posted as soon as possible.*