



## **New Curbside Circulation and Item Return Methods Frequently Asked Questions (FAQS)**

### **What safety measures are in place?**

Staff will wear appropriate non-medical personal protective equipment and handle items as little as possible.

Appointments will reduce potential for crowding at drop off/pickup

Physical distancing indicators will be in place around the book drop.

The book drop handle will be sanitized regularly.

Returned items will be quarantined for 5 days (industry standard is 3).

Following quarantine, items will be sanitized with alcohol surface cleaner (per industry standard).

If you want more information on library standards for sanitizing collections during the COVID-19 pandemic, visit this website: <https://americanlibrariesmagazine.org/blogs/the-scoop/how-to-sanitize-collections-covid-19/>

### **What if I can't come when the drop box is open?**

If you wish to return them now, we can make an alternate arrangement with you by phone or email.

However, you are welcome to keep your items until we re-open if you wish. No late fines will be charged.

We do expect that if you are borrowing new material you will be able to return your current items.

### **What if I have trouble accessing the drop box?**

If you wish to return them now, we can make an alternate arrangement with you by phone or email.

However, you are welcome to keep your items until we re-open if you wish. No late fines will be charged.

### **Will I be charged fines if I don't return my items now/on the June 27 due date?**

We will not be charging late fines on items borrowed after February 15. However, we do expect that if you are able to pick up new material to borrow, you can return your current items at that time.

### **How do I return a board game?**

Since board games cannot be returned through the drop box, we will make an arrangement for contactless drop off at the west entrance by the drop box.

### **How do I make borrowing requests?**

You can request items with your library card through our online catalogue, or by phone. If you require assistance in selecting an item, staff are available to help by phone or email.

### **How many requests can I make at a time?**

The existing hold limit still applies, but you may only check out 5 items per card at this time, unless you are borrowing children's picture books or board books, for which the limit is 15 per card.

### **How many items can I have at a time?**

You may only check out 5 items per card at this time, or 15 children's picture books or board books. You may have the usual number of items on your record (50 items for Penticton card holders, 15 items for BC Onecard borrowers and 5 items for Community card holders).

## **New Curbside Circulation and Item Return Methods Frequently Asked Questions (FAQS) - Page 2**

### **How long can I keep the items?**

The loan period is still 21 days. We would appreciate it if items were returned through the drop box – others would like to borrow them also. However, items may be renewed online or by phone, as usual.

### **What can I borrow?**

All library materials are available for loan with the exception of Reference, Local History and Board Game collections.

### **When will the Library re-open to the public?**

We have no specific date at this time. We are waiting for direction from public health authorities and the City of Penticton.

### **If someone wants to get a card, can they do that while the Library is closed?**

Yes, we have an online form to get a library card. We will not ask for identification at this time.

### **Are you doing any programs?**

Because public gatherings are not permitted, we will not be doing in-person programming at this time. However, we have a number of programs being offered online through our Facebook page (which can also be viewed on our website) and we are investigating other ways of offering programs.

**If you have any other comments, questions, or concerns, please call the Library at 250--770-7781 from Monday to Friday, 9:30am —4:30 pm.**



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