Bellingham Public Library
Patron Policies & Procedures for Library Limited Reopening
Grab & Go Service Starts August 3, 2020

The Bellingham Library administration and Trustees seek to balance the safety of its staff and the public with our phased reopening plan policy. Starting August 3, 2020, the library will expand services to include a new Grab & Go Service.

Under Grab & Go, high demand collections have been moved into a central area for limited patron browsing for checkout of library materials only. Curbside pickup service will continue, and we highly recommend patrons continue to use it.

We ask that you please review this document prior to your visit.

The guidelines below are temporary measures meant to comply with federal, state, and municipal guidelines for operating during the COVID-19 pandemic. These guidelines may be modified at any time. For most recent library policies, see our website, www.bellinghamlibrary.org.

Public Hours: Monday and Thursday, 11 am to 6:30 pm; Tuesday, Wednesday and Friday 11 am to 3 pm.
Special Hours for Seniors (age 60+) & Immunocompromised Patrons: Fridays from 10-11 am.

1. Patron & Staff Safety
   a. All staff and patrons visiting the Bellingham Public Library must wear face coverings that cover their mouth and noses. Staff that are seated at their desks in staff only areas are encouraged, but not required to wear face coverings.
   b. Patrons who choose not to wear a face covering will be assisted by phone, email or curbside checkout.
   c. Patrons MUST be wearing a face covering when in the building or near others on the library grounds.
   d. Anyone clearly unwell will be asked to leave for the day.
   e. Patron interaction with staff is limited to transactions behind our newly installed plexiglass barriers that are at all service desks.
   f. For the safety of library patrons and staff, please limit your interaction with library staff to library business only.
   g. Children under 13 must be accompanied by a parent or guardian.

2. Occupancy & Social Distancing
   a. Only 10 patrons will be allowed in the building at one time.
   b. The library walkway is marked with white line 6-foot distancing markers. If the library is at capacity, patrons will be asked to wait outside.
   c. A library staff member will be in the vestibule between the doors greeting patrons.
   d. To ensure social distancing, patrons should follow floor guidance arrows and markers throughout the Grab & Go space.
e. To ensure we can service as many patrons as possible, patrons should limit their time in the building to no more than 30 minutes.

3. Cleaning and sanitizing
   a. Patrons are encouraged to use our “Wave to Open” feature on the main entrance and exit doors to the building.
   b. All patrons entering the building will be asked to sanitize their hands.
   c. All common touchpoints will be disinfected no less than daily.
   d. We encourage patrons to “browse with your eyes” whenever possible.
   e. Staff will either sanitize or wash their hands between serving patrons.
   f. We have installed self-flushing toilets and touch free lavatory sinks, as well as automatic paper towel dispensers in all public restrooms. In addition, hand sanitizer is located near the entrance/exit to the rest rooms.
   g. Hand sanitizer will be located throughout the Grab & Go browsing area.
   h. Staff will wear gloves when checking in full carts of library materials.
   i. Returned materials will be quarantined for no less than 4 days and are not checked in until the quarantine time is over.

4. Services
   a. A self-checkout station is available for patron use. You MUST have your library card to use the self-checkout station.
   b. For those who choose staff checkout, to minimize physical interaction:
      i. We ask that you PLEASE have your library card with you.
      ii. When checking out you will hold up your card for staff to scan it.
      iii. You will then hold up the items for the staff member to check them out to your account.
   c. Curbside services will continue, and we highly recommend patrons continue to use it. All pickup of requested materials will be done curbside.
   d. Patron interaction with staff is limited to transactions behind our newly installed plexiglass barriers that are at all service desks.
   e. High demand library collections have been moved into a central area of the building for limited browsing.
      i. Any requests for items not in the Grab & Go area may be fulfilled by a staff member, pending staff availability. If staff is not available, the request will need to be made in writing and will be filled as part of our Curbside Pickup Service. Patrons will be notified by phone or email when items are available for pickup.
   f. All Summer Reading and other library programming is online. Check the library calendar for details.
   g. Patrons with late fees or lost materials should log into their account and pay online.
      i. We are not accepting cash payments at this time.
      ii. We will accept a check payment for accounts that have exceeded our $10 maximum.
   h. The photocopier is available for public use.
i. We will not be making change for the copier as we are not accepting cash at this time. Please bring exact change. The cost is 15 cents for black and white and 50 cents for color.

ii. Patrons are encouraged to sanitize their hands before use and to use the provided cotton swabs to press the buttons on the copier.

5. Spaces
   a. The Children’s Room, Teen Room, Café and all Meeting Rooms remain closed to the public.
   b. There will be no desks, chairs or tables available for patron use.
   c. Public computers are not available, but patrons are welcome to use the library WiFi in their vehicles in the library parking lot.