

## CCRR COVID-19 Lending Library Procedures

The CCRR Lending Library Services are available for contactless pick-up and deliveries ONLY at this time.

- Clients are to contact CCRR staff via phone, e-mail or through our Facebook page to place orders
- South End orders are available for pick-up during staff office hours (Thursdays 9:30am – 4:30pm) or by appointment
- Staff members will sanitize and package items and place them in the covered porch area at the IWS office for client pick-up
- Returns are only accepted during staff office hours (or at a pre-arranged time) and can be dropped off in the covered porch area at the IWS office (South End) or in the tote outside the office door (North End)
- Staff are to place items being returned inside and wait 3-4 days before unpacking, sanitizing and returning to the Lending Library
- North End orders will be arranged on a varying schedule based on staff availability  
Pick-up from IWS process includes: wipe down of staff vehicle using sanitizing wipes (or spray and paper towel if unavailable), placing lending library items in designated sanitized area (tote), regular hand washing/sanitizing and wearing a mask throughout the duration of order preparation
- North End orders are available for pick-up during staff office hours (Wednesdays 9:30am – 4:30pm) or by appointment
- Clients are encouraged to use the website, and communicate with staff to determine item availability
- No clients are allowed in the lending library for self-service at this time
- Delivery may be arranged for clients who are unable to make it to either office for pick-up

Delivery procedure includes: wipe down of staff vehicle using sanitizing wipes (or spray and paper towel if unavailable), placing lending library items in designated sanitized area (tote), regular hand washing/sanitizing before and after each delivery and wearing a mask throughout the duration of deliveries. Any pick-ups of items to be returned will involve the same process plus an additional three-day item isolation period prior to arranged pick-up. Items will be left outside in plastic bags and follow the same steps and schedule as other returns directly to the IWS office.