

## Reopening Plan: Update

To help reduce the spread of COVID-19 and to continue to serve our community, Redford Township District Library will be opening in stages as we begin to make our services available again. Below is an outline of our initial plan as well as some FAQs.

**Starting Today (Friday, June 5<sup>th</sup>),** patrons are encouraged to return items via our drive-thru book return (remember we are fine free). Patrons may start to place holds on Redford Township District Library materials – items from our co-op of libraries will be available as individual libraries open up services.

**Starting Tuesday, June 9 at 1 p.m.,** you will be able to pick-up filled holds via our curbside service.

The hours of operation for curbside is Monday – Thursday from 1 p.m. – 7 p.m. and Friday & Saturday from 1 p.m. – 4 p.m.

Patrons can place holds through our online catalog or by calling 313-531-5960 during the hours listed above.

**Starting Monday, June 15,** our summer food program will be available as grab-and-go pick-up through August 5th. Pick-up days are Monday and Wednesday from 10:30 a.m. – 11:30a.m. On Monday we will serve 2 breakfast and 2 lunch meals per child and on Wednesday's there will be 3 breakfast and 3 lunch meals per child. The library will also use this time to pass out Summer Reading Packets! Packets include: a book, crafts, and reading logs.

## FAQs

### **How will returned materials be handled?**

All returned materials will be quarantined for 72 hours. This means you may see books on your account that you've already returned but we have not yet checked in. Don't worry; we'll check them in as soon as the quarantine period is over, and you won't be charged any fines.

### **How does Curbside Pick Up work?**

First, place items on hold through our catalog. Select Redford Township District Library as your desired pickup Library. You will be notified by phone, text or email when your item is ready for pick-up. Call 313-531-5960 thirty minutes before you plan to arrive. Items must be picked up the same day service is requested. When you arrive to pick up your holds, pull into the space

reserved for Curbside Pickup. Call the phone number on the Curbside Pickup sign 313-531-5960 to let them know you have arrived and pop your trunk so staff can place the items in the trunk. A vehicle is not required to use this service.

### **Can I place holds over the phone?**

Beginning June 9, patrons can call 313-531-5960 to request items be placed on hold through their accounts.

### **Can I make a payment on my account?**

In-person payments for lost or damaged items will not be available at this time. Patrons can make payments through our website or mobile app.

### **Do you know when you will start to offer expanded services?**

The Library Reopening Policy was approved by the board on Monday, May 18. The plan outlines multiple stages of opening. On Tuesday, June 9, the Redford Township District Library will be at Stage 3: Curbside Pick Up and Limited Patron Services. Library Building Still Closed to the Public. We are working to set up the library for Stage 4: Limited Lobby and Temporary Computer Lab. A date has not yet been determined for future stages.