

# Curbside Services at MPL

Service Outline & Implementation Strategy



# Library Sector Context

- Service is planned/launched at all York, Halton & Durham Libraries, Hamilton & 67 Toronto Public Library Branches
- MPL participated in development of a Nation-wide Library recovery toolkit incorporating best practices from the Canadian Urban Library Council, Urban Library Council and the Provincial Library Service
- Vaughan PL reports 130K items borrowed in first three weeks of curbside service
- We have had over 200 customer requests for curbside service



# Implementation Strategy

- Phased Implementation
  - Phase I – Pick-up during limited hours of pre-closure holds at 3 standalone branches – **JULY 6**
  - Phase II - Pick-up of new holds & return of borrowed material during limited hours at 3 standalone branches – **JULY 13**
  - Phase II – Limited branches with expanded hours – **TBD**
  - Phase III – Additional locations - **TBD**
  - Phase IV – Return of Inter-branch Holds - **TBD**
- Decision to expand will be based on provincial orders, municipal recovery process, service evaluation and risk assessments



# Service Provision in Phase 1 & 2

- Limited to 3 locations – access across City
- Reduced hours – 10-6 M-S
- Contactless pick up
  - Customers place holds online/phone
  - Pick up by appointment
  - No physical contact with customer or vehicle
  - Accessible options available
- Returns Permitted
  - Contactless drop off at limited branches



# Resource & Fiscal Requirements

- Service will be run within existing staffing compliment – no recalls required for Phase I-III
- No additional staffing costs or resource requirements
- No labour impacts – all work consistent with JDs
- No additional resource requirements to implement service
- Contingency plans made for inclement weather, accessibility



# Health & Safety

- Robust H&S protocol – vetted by City’s H&S Specialist
- Aligns with City’s Field Guide
- Intensive training plan – delivered with H&S Specialist & Driver Training & Parking Lot Safety Specialist
- H&S Plan addresses:
  - Parking lot safety
  - Material handling & quarantine of returns
  - Physical Distancing & Public Health Anti-Transmission Measures
  - Hygiene, Cleaning and Sanitation
  - Workflow and work area modifications
  - PPE

