



## LOCKDOWN PLAN - Windsor Public Library PUBLIC INFORMATION

WPL will be offering the following services during GREY- LOCKDOWN:

- Contactless Holds Pick-Up
- Public Internet Use (max 1 hour per day) on a first come, first served basis
- Printing & Photocopying
- Returns through External Book Drops at all Branches (72 hour quarantine period)
- Home Delivery
- Virtual Services such as online reference, eCards, digital programming, etc.

In-Branch study space, public WiFi and browsing are **not available** at this time

Effective August 19, 2020, a mask that covers the nose and mouth will be required in all indoor public spaces by order of the Mayor, pursuant to section 4(1) of the *Emergency Management and Civil Protection Act*. This includes all branches of the Windsor Public Library.

Due to the colder temperatures we have transitioned from Curbside service to an in-branch Contactless Holds Pick-Up service. Here's how it works:

### STEP 1

Place holds on items through our [online catalogue](#) or the [WPL Mobile app](#) and select the branch that you want to pick them up at. If you would like us to place the holds for you or are looking for recommendations call 519-255-6770 followed by #1.

### STEP 2

Wait to receive an email or phone call letting you know that your item(s) are ready to be picked up. You can also check the status of your holds by logging into your account through the [online catalogue](#) or the [WPL Mobile app](#). The items marked as AVAILABLE are the ones ready to be picked up. They will be held for 7 days.

### STEP 3

To pick up your holds, come to the library anytime during regular [Hours of Operation](#). **No appointment needed.** Enter the branch and ask staff at the desk for your holds by providing the last 4 digits of your library card. We can then either check them out for you or you can do so yourself using one of our Self-Check Machines.

If you are unable to visit a branch please call 519-255-6770 x34404 to find out about our Home Delivery options.

We are currently unable to provide any other services inside the library. You can access all other services remotely by emailing [customerservice@windsorpubliclibrary.com](mailto:customerservice@windsorpubliclibrary.com), visiting our website at [www.windsorpubliclibrary.com](http://www.windsorpubliclibrary.com) or calling 519-255-6770 followed by #1.

Social distancing of at least 2m must be maintained at all times in the library.

Computer/printing/photocopying assistance is limited at this time. One-on-one service that does not meet physical distancing guidelines cannot be provided in the interests of the health and safety of both customer and staff.