



Information for Books on Wheels Deliveries during COVID-19 Restrictions

Dear Borrower,

We at Inverclyde Libraries hope you and your families have been safe and well during the period of lockdown necessitated by the global COVID-19 pandemic.

Due to the Government restrictions we very reluctantly had to suspend our Books on Wheels service but as you know we are now delighted to be able to resume delivering library books and audio books to you again.

There are a few changes we have had to make to our procedures and a few things that we are now asking you to do.

All items will be chosen and packed by library staff using safe working practices as advised by Government advice. This includes:

- Staff will sanitise their hands and wear gloves when packing bags.
- Bags will be quarantined for a period of at least 72 hours before being delivered to homes.
- The delivery driver will wear gloves when handling the bags to be delivered.
- The delivery driver will ring your doorbell, leave the bag on your doorstep and step back to allow you to answer your door.
- Once you have opened your door and taken your bag inside the driver will leave.
- If you don't answer your door the driver will take the bag back to the library.

In return we ask that you:

- Ensure you are at home at the date and approximate time library staff have advised you the delivery will take place.
- Answer your door and take your library delivery inside the house- feel free to smile and wave to the driver 😊
- Please **DO NOT** ask the driver to take items back to the library at this time. This will be done on a different day to ensure that there is no risk of infection when bags are stored in the delivery van.

When library staff contact you to tell you we will collect bags for return please ensure that you:

- Have the bags ready for collection on the date and approximate time library staff have advised you that your bags will be collected.
- Leave your bag on the doorstep or just inside the door once the driver has rung your bell.
- Step back from the door until the driver has collected your bag
- Feel free to smile and wave to the driver 😊