



NEWS RELEASE
North Olympic Library System
2210 South Peabody Street
Port Angeles, WA 98362

FOR IMMEDIATE RELEASE

Date: June 25, 2020
Contact: Noah Glaude, Library Director
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Re: North Olympic Library System Begins Curbside Holds Pickup
Attached: PA Library Curbside Service.jpg

The North Olympic Library System (NOLS) is excited to offer curbside holds pickup. On the first day of curbside service, June 24, nearly 200 patrons returned to the library to pick up materials they had requested.

In early June, Washington State issued [new guidance](#) allowing libraries to offer limited service in Phase 2 of the Safe Start Plan. While the guidance does not yet allow NOLS to open its facilities to the public, it does allow the Library to start on the path to reopening by offering curbside returns and holds pickup.

Holds Pickup

Curbside holds pickup is available 11am-5pm Monday through Friday at all branches, and 10am-1pm on Saturdays at the Forks Branch, Sequim Branch, and Port Angeles Main Library. To help protect employees and the public, all patrons are encouraged to wear a face covering when visiting the library.

To use curbside holds pickup, place a hold from the catalog online as normal, or contact customer service staff via phone to request material. When your holds arrive at the branch selected, you will receive the standard hold email, phone, or text notification. When you arrive

at your library branch, follow the prompts in the parking area for the next steps to pick up your holds. At the Port Angeles Main Library, patrons should enter the parking lot from the west off Chase Street. To help the flow of traffic, the library parking lot will not be accessible from Peabody Street.

Due to the thousands of holds patrons placed while the library was closed during the spring, and the large number of new holds expected in the coming weeks, wait times for requested material may be longer than usual, even if an item's status shows as available. You should not go to your library branch to pick up an item until you have received a notice that it is ready for pickup.

Returns

Returns are now being accepted via curbside service 11am-5pm Monday through Friday at all branches, and 10am-1pm on Saturdays at the Forks Branch, Sequim Branch, and Port Angeles Main Library. Due to the requirement to quarantine returned materials, and the enormous amount of backlogged material to process, items will not show as returned on your account for 7-10 working days. No fines will be charged for overdue materials.

At this time, donations are NOT being accepted.

Due Dates

Physical items checked out before the library closure began in mid-March will keep their original due dates, but no overdue fees will be charged when they are returned. Please return these materials when it is safe for you to do so. Please do not return any items if you or anyone in your household has been experiencing symptoms related to COVID-19. Through at least July 31, patron accounts will not be blocked from checking out because of overdue material.

Normal loan periods will be applied to items checked out on or after June 22.

New Safety Measures

In compliance with Safe Start Washington requirements, all staff members are required to wear cloth face masks. Additionally, all returned library materials will be quarantined for 72 hours before being processed.

The Library is increasing cleaning, paying particular attention to high touch areas such as handrails, doors, and handles. Staff are provided cleaning supplies to regularly clean workspaces and gloves to allow safe handling of materials, regular access to soap and warm water for handwashing, and hand sanitizer is provided in all locations. A physical distance of six-feet will be maintained at all times between staff members as well as between staff and patrons.

Other Library Services

The Library is always open online, and will continue to serve the community in diverse ways during this public health emergency. Sign up for the Summer Reading Program at www.nols.org/srp and learn about the Summer Reading Challenge as well as exciting virtual events happening throughout the summer for all ages.

All meeting room reservations have been cancelled through at least Monday, August 31. No new meeting room reservations are being accepted at this time.

Public Wi-Fi will remain available outside of each NOLS branch 24/7 and a robust selection of online resources is always available at www.nols.org/online-resources.

Make a virtual visit to the library at www.nols.org, or follow NOLS on Facebook and Instagram, to enjoy events, online resources, and other NOLS services. Library staff are also available to assist by phone Monday-Saturday at 360-417-8500x2.



Patrons arrive at the Port Angeles Main Library to pick up held material via curbside service.

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