

# Sierra First Steps for Curbside Pick-up

(updated 5/4/2020)

WVLS is working out detailed instructions for filling local holds with local materials without moving items from building to building. Here are is what libraries can do while we prepare the additional instructions.

1. Arrange curbside pickup appointments for items already on your library's hold shelf.
  - a. Gather physical items from the hold shelf and/or generate a list of Items on hold shelf using the View Outstanding Holds Function (See View Outstanding Holds Instructions). Note: if you choose to use a list, also verify that you have the items on the hold shelf before contacting the patron.
  - b. Contact patrons whose items are on hold. Do one or more of the following for each item on the holds shelf, depending upon the patron's preference:
    - Schedule pickup appointment and manually extend the hold pickup date to the day after the appointment
    - Extend pickup date to June 7<sup>th</sup>
    - Cancel hold
      - a. When cancelling holds You will need to turn off the "check-in (Do not Fulfill Holds)" tool.
      - b. When checking in items normally, some Items may fill holds at other locations. Please set them aside for future delivery. Do not place these items in courier bins at this time.
      - c. Remember to turn the "check-in (Do not Fulfill Holds)" tool back on when you are finished.

2. After the appropriate quarantine of 24-72 hours, check-in items in your library's book returns.

Please refer to the following links for information about quarantining items and watch for updated information in the WVLS Covid-19 email newsletter.

<https://dpi.wi.gov/pld/boards-directors/disaster-planning/coronavirus>

Look for the tab labeled "How long does Covid-10 live?"

<https://dpi.wi.gov/wilibrariesforeveryone/materials-quarantine-no-more-24-hours-needed-cdc-epidemiologist>

See Covid-19 Limited Courier Check-In Instructions for detailed instructions for steps a-c.

- a. **Use the backdate button to backdate check-in date to the last day your library was fully open to the public.**

This will help to ensure that no fines are accrued during the time of closure.

- b. **Use the “(Do Not Fulfill Holds)” tool to prevent items from filling holds at other locations.**

This will prevent your items from filling holds at other libraries. You will likely have items that are owned by other libraries going in transit back to their owning libraries.

- c. Optional – check the box next to “Waive charges on items being checked-in.”  
This will waive all fines on the items being checked in.
- d. At this time put items into transit bins as normal. (This may change moving forward).

3. [After the appropriate quarantine of 24-72 hours, check-in items from courier bins.](#)

After the appropriate quarantine of 24-72 hours, WVLS recommends that libraries check-in items from courier bins as you usually would to allow incoming items to fill holds for pickup at your location.

When checking in items normally, some Items returned in courier to your library may fill holds at other locations. Please set them aside for future delivery. Do not place these items in courier bins at this time.

The Do Not Fulfill Holds tool should be used for items returned to your library, but not for the incoming items in courier bins.

**Do not run paging lists and hold pickup notices until you receive notice from WVLS that all curbside pickup related Sierra updates have been made for your library.** Detailed instructions for filling local holds with local materials will be sent out to you.