

NEW UPDATE ON LIBRARY SERVICES

The West Tisbury Library is now offering contactless curbside pick-up of books, audiobooks, DVDs, blu-rays, magazines, and other materials! We've missed you during the months we've been closed due to COVID-19, and we are happy to be phasing-in services as we begin the reopening process. On Monday, June 22, our delivery service resumed; this means we can fulfill holds for you on any items in the CLAMS system. Holds placed on West Tisbury items will get to you the quickest. As before the closing, we want to know what books and movies you're looking for. We are dedicated to finding you the materials you desire. Welcome back! Please be in touch with your requests.

In addition, know that we are committed to your safety. The staff at the West Tisbury Library is ready to accept the challenge of resuming services while ensuring your health and safety. Staff will be wearing face masks and gloves and physically distancing while preparing your order. The library will undergo a regular disinfection routine. Time is the most effective disinfectant of library materials—all items will be quarantined in a dedicated bin or bag for at least one week to alleviate risk. You will pick up your items on our porch without contact with library staff. Please wear a mask when you are picking up your materials.

How does contactless holds pickup work?

Contactless hold pickup began on June 15 and is now available 7 days a week. You may request items from the library ahead of time by placing holds or by contacting staff directly. Requests made before 10am may be picked up that day; orders placed after 10am may be picked up the following day or within a week. Daily pick-up will be between noon and 4pm. (Other times may be possible if necessary.)

REQUESTING ITEMS

There are four easy ways to order library materials:

1. Go online through the [CLAMS catalog](#) (For faster service, see tip below.*)
2. Download and use the new CLAMS Library Network app on your cellphone or mobile device ([Google Play](#), [Apple App Store](#)). Be sure to scroll down and make sure the item is available at the West Tisbury Library. (The old CLAMS Library app is now obsolete. The new one is much improved!)
3. Email wt_mail@clamsnet.org with your requests. Be sure to include your full name and/or library card number.
4. Call (508) 693-3366 and talk to a librarian. If you get our answering machine, leave a message with your request or to request a call back. When leaving a message, include your full name and/or library card number and a phone number. Librarians will be available by phone Sunday-Saturday, noon to 4pm.

*For the faster service, choose items that are physically located in the West Tisbury Library. When searching the CLAMS catalog, refine your search using the tools on the left of the screen by selecting "Availability > At a library" and "Collection > West Tisbury Library." This will ensure

that you're only viewing items that are available on our shelves right now. Thank you for your patience and your understanding that not everything will be available at this time. When delivery resumes we will be able to offer full service.

Please feel free to call or email our librarians for advice and suggestions. If we don't have the book or movie you desire, we can recommend something else. Tell us what you are interested in—we are happy to suggest books and movies based on your preferences.

HOLD NOTIFICATION AND PICK-UP

Requests for items made before 10am may be picked up between noon–4pm, and within 7 days. (Pick-up may be arranged after 4pm if absolutely necessary.) If you placed a hold through the CLAMS catalog or app, you'll receive an email asking you to follow up with your library to schedule a pick-up. Please give us a call or send us an email and let us know when to expect you.

When you arrive at the library parking lot, call the front desk (508-693-3366) or send us a text or call at 774-223-7789 to let us know you are ready to pick-up your order. Staff (wearing a mask and gloves in accordance with the town's workplace safety policy and CDC guidelines) will bring your items outside and place them on a table on the library's front porch. Orders will be bagged together and labeled with the first three letters of your last name and the last four digits of your account number; your due date slip will be included. After the staff member returns to the building, you may retrieve your order. **All library patrons must wear a mask and maintain social-distancing during pick-up.** We ask you to wait in your car or on the sidewalk until the porch is clear of any other patrons before making your pick-up.

RETURNING LIBRARY MATERIALS

If you have materials to return, please use the freestanding book drop located in front of the library. The book drop attached to the building on the porch is closed at this time. Please do not leave items on the pickup table. For health and safety, all returned material will be quarantined for one week. This means items will remain on your record for a week after being returned. We are now fine-free, so you will not incur late fees. If you have a tech-item to return like a laptop or Kindle, we'll leave a designated bin on the porch. Please give us a call and let us know to retrieve your item.

QUESTIONS?

Things are changing week to week as we phase-in services and orient ourselves to the "new" normal." Stay informed through our website and our electronic newsletter. If you don't receive our newsletter, sign up [here](#). Feel free to send us an email (wt_mail@clamsnet.org) or give us a call (508-693-3366) with your questions and special requests—leave us a message if you get the machine. We miss seeing you and look forward to providing more services in the future.