

**Processing Returns – Phase 2**

Library patrons are instructed to return materials through library book drops only. Staff will not take returned items directly from patrons. Returned items will be isolated for 72 hours. Note: The International Federation of Library Associations has indicated this is the length of time most commonly suggested for isolating materials. Libraries in Ireland, Switzerland, the Netherlands and Belgium are all using a 72-hour isolation period.

1. At the beginning of each open day, staff will empty book drop materials into a numbered book tote while wearing gloves
   1. Do not overfill totes; the lid must be able to close
   2. If you run out of totes, use a cardboard box
   3. Additional boxes can be requested from Library HQ
2. Take the tote(s) to the designated area of the library where they can sit undisturbed for 72 hours.
3. Tape a note to the front side of the tote with the date and time. This marks the beginning of the isolation period
4. Record the tote or box number, the date and time isolation began, and the date and time isolation at the circulation desk
5. Remove and dispose of gloves following proper procedures
6. Once totes have sat for a minimum of 72 hours (3 days), take the tote to the circulation desk and discharge materials. Use fine-free discharge for these items
7. Discharged materials can be shelved or made available for holds pickup
8. After discharging materials, return the tote to its storage location
9. Use a disinfectant wipe to clean the tote inside and out
10. Wash your hands with soap and water