

Changes to Holds Hunter Process Overview

You must follow the Volunteer General Safety Guidelines at all times in the Library.

Purpose for Changes

- The majority of these changes are focused on **Holds Hunter volunteers not entering staff areas** (offices, Sorter Room, elevator, restrooms, breakrooms, etc.) due to staff being on a block rotation schedule. *(See the Q&A section at the end of this document for a description of the block rotation schedule.)*
- Holds Hunters will **not** be placed on the block rotation schedule.
- Holds Hunters will retain their regular schedules and are allowed to take on additional shifts if they choose.
- By limiting staff contact with volunteers not on the block schedule, we are limiting risks to all parties.

Reminders upon Entering

- A mask/face covering is required.
- You will not sign-in at the computer at the Volunteer Station.
- You will not have access to the lockers.
- You will not have access to the staff restrooms or break room.

Arrival Times

- Morning – Holds Hunters can enter the building at:
 - Monday-Thursday at 8:40am. The holds list will be ready at 8:45am.
 - Friday-Saturday at 8:50am. The holds list will be ready at 9am.
- Afternoon – Holds Hunters can enter the building at 2:45pm; the list will be ready at that time. There is a staff shift change Monday-Thursday at 2:30pm. We want to limit individuals in the building during that shift change.

Procuring the List and Carts

- Downtown – There will be two carts outside of the staff area on the second floor by the reception desk. One of the carts will have the holds list on it. The carts are available for you to use to pull holds. The carts will have been wiped down with Virex prior to being placed for you.
 - If during your shift, you need another cart due to volume, you can alert staff at a station on the first floor or by knocking at the Sorter Room. Another cart will be provided for you.
- Ladd – A cart with the holds list on it will be placed near the holds pickup area. The cart will have been wiped down with Virex prior to being placed for you.
 - If during your shift, you need another cart due to volume, you can alert staff. Another cart will be provided for you.

Processing the Holds List

There should not be any major changes to this process. Here are some factors to keep in mind:

- **Social distancing of 6 feet must always be maintained.** You are welcome to skip a section or come back to it later if an area is busy and will not allow for social distancing while pulling holds.
- It is more important to the Library that everyone practices safe social distancing rather than getting materials out faster and getting too close to others. If you can't get to it in your shift, it will get pulled on the next list. **Safety over speed.**
- For Downtown, use the public elevator to move between floors in the Library. Do not use the staff elevator in the Sorter Room.
- Wash your hands frequently at one of the public restrooms. Alternatively, you can bring sanitizer and use it as needed.
- For **morning** Holds Hunters, **pull movies/video games first.**
 - We know these areas tend to get busy as the day goes. We'd like to pull these early to avoid the crowds.
 - We know this will be a difficult area to maintain the 6 feet social distancing. We'd like to get these going so staff can pull materials as soon as possible.
 - For Monday-Thursday, we can pull some before opening.
 - For Friday-Saturday, we can pull some right when we open before it gets too busy.

Handing Off Your Cart and Completed List

Once you have completed pulling holds or if your cart is full and you need another, you will pass your cart off to staff.

If you are done pulling holds for the day and didn't complete your holds list, please let staff know and they will finish pulling the list.

You will **not** be processing the holds - i.e. printing holds slips, shelving holds for pick up, etc. Staff will complete those tasks.

- Downtown – Take your cart to the Sorter Room door on the first floor. Knock to see if a staff member can take the cart from you.
 - If a staff member is not present in the Sorter Room, take the cart to a staff station on the first floor and hand it off to a staff member working the floor. Make a note on your list if you didn't finish it and didn't get to talk to staff.
- Ladd – Take your cart to the staff station at back by the Sci-Fi collection.
 - If a staff member is not present at the staff station, you can leave the cart and list there for them to process when they return. Make a note on your list if you didn't finish it and didn't get to talk to staff.

Leaving the Library

After handing off your cart, you can use the Library as a patron. At this time, patrons are limited to 30 minutes of browsing time and 1 hour of computer time.

- You must keep your mask/face covering on until you have left the building.
- You must wash your mask/face covering at home before you wear it back to the Library.
- You are encouraged to wash your hands upon completing your holds hunting and upon returning home.

Reminder: You will not be able to clock in/out at the computer at the Volunteer Station. Please submit your volunteer service hours in one of the following ways:

- Enter volunteer service online at [VicNet](#) - contact the Volunteer Program staff if you need training on this online system.
- Email your volunteer service including date, time, and role to volunteer@crlibrary.org.
- Leave a voicemail message of your volunteer service including date, time, and role at 319-739-0403.

Questions & Answers

Q: What is a block rotation schedule?

A: We have divided all of our staff into 6 teams - 3 teams per Library location. The block rotation is a set schedule for all staff that is on a three week rotation basis; each week is different. In this block rotation schedule, staff do not interact in person with staff on other teams. This limits staff exposure to each other behind the scenes and helps prevent any illness from spreading across the staff as a whole - thus allowing for a continuity of Library services in the event of illness in one team. (Some volunteer roles will be placed on the block rotation schedule and have access to staff areas. The Holds Hunter role will not.)

Q: I used to look in the Sorter Room for items on my list that I couldn't find on the shelves or displays. Can I still look for those items in the staff areas?

A: We greatly appreciate the extra effort volunteers put into hunting down those missing holds. However, at this time, volunteers will not be able to look through materials on carts in the staff area for items on their list. Staff will search those items if needed.

Q: Will there be a pen/pencil for me to use on my holds cart?

A: Staff will not be putting pens/pencils out for volunteers specifically. We would strongly encourage you to bring one from home. However, if you do need a pen/pencil, please see staff at any staff station and request one. They will provide one for you if needed.

Q: What if my cart is full and I need another cart to continue to pull holds?

A: Feel free to see staff if you need another cart for pulling holds. They will take your first cart and provide you with another. At the Downtown Library, please see staff on the first floor for assistance.

Q: Why are there two carts set out for volunteers at the Downtown Library?

A: Often there are two volunteers pulling holds at the Downtown Library on any one shift. Some shifts only have one volunteer. We are standardizing it to set out two carts to make it easier on staff who are setting things up each day. If there is just one Holds Hunter, they can use the second cart as a backup if needed.