

**Lester Public Library of Vesper  
Limited Service Model Plan  
November 2020**



**Beginning November 23rd, 2020, the library building will be closed to the public. Most services are still offered by appointment.**

This plan is an effort to help and support our community's members, schools and health care facilities by providing a safer environment for our library staff and patrons, but still offer library services. This plan may change without notice if new recommendations, requirements or unforeseen circumstances cause us to re-evaluate and revise it. The public shall be notified as soon as possible of any such changes.

**The services offered and details are listed below:**

**Curbside Pickup**

Curbside pickup is available during our scheduled business hours:

**Monday 10am - 5pm**

**Wednesday & Thursday 2pm - 7pm**

**Friday & Saturday 9am - Noon**

Please place requests via phone or email at least one hour in advance.

Appointments for pickups are made on the hour, so please come and ensure you pick up your items within that hour time frame.

Your items will be gathered, bagged and labeled, and then placed in the entrance way for you to pick up during your hour time frame.

**To select and request items:**

~Visit our online catalog! Go to <https://vesper.kohalibrary.com/> and search our catalog to select your items. Email (vespl@tds.net) or call (715-569-4669) in your selections.

~Call & talk to someone! We are more than happy to help you over the phone.

~Let our staff help you choose! Call us and answer a few questions to give us an idea of what you like. We will select items we think you may like using the information gathered.

~We also are able to request items from other libraries! Please do not hesitate to ask and we can try to get an item for you.

**In-Person Browsing by appointment**

In-Person browsing is available by appointment on: **Tuesdays 1pm to 7pm**

In-person browsing can be done by appointments made in advance during the specific set aside time. They are made on the hour, so please come and ensure you are done within that hour time frame. If browsing with family members, please limit the number of people from your household to no more than 4. Appointments will be available on a first come, first served basis. Patrons will be required to wear masks while in the library.

## **Computer Use by appointment**

Patrons are welcome to use computers by appointment only during our scheduled business hours listed above. Computers are available in the library for 45-minute appointments. Appointments need to be made in advance. They are made on the hour, so please come and ensure you are done within that hour time frame. Appointments will be available on a first come, first served basis. Patrons will be required to wear masks while in the library.

## **Print/Copy/Fax Services by appointment**

Patrons are encouraged to use our Mobile Printing services. Upload or send us what you need printed and we can have it ready for you to pick up using curbside pickup.

*On your desktop or laptop:*

Go to the library's website at <https://www.vesperlibrary.org/> and use the "Mobile printing" link in the right column under our hours.

*On your mobile device (smartphone or tablet) search your app store for:*

Public Print Locations by ePRINTit and then search for our library

Patrons can also schedule an appointment for printing, copying, or faxing during our scheduled business hours listed above. Appointments need to be made in advance. They are made on the hour, so please come and ensure you are done within that hour time frame. Patrons will be required to wear masks while in the library.

## **Reference Help and the Virtual Library**

Reference service by phone and email is available during our scheduled business hours listed above.

Watch for videos showcasing materials available, virtual bookshelves and more online!

Online Resources are available 24/7 on our website [www.vesperlibrary.org](http://www.vesperlibrary.org)

Some examples of our online resources are eBooks, downloadable audiobooks, & streaming videos using the Libby app, Overdrive or WPLC, and BadgerLink resources.

## **Returns**

Please return items on time or ask us if we are able to renew your items for you.

Returns can be made in the 24-hour book drop located on the exterior of the building to the right of the front door. Large items like puzzles, games, and kits that do not fit in the dropbox should be brought into the entrance area during our curbside hours and placed on the returns table. Staff will take care of them from there. Please note there may be a slight delay in the items coming off of your account while they are in quarantine—please allow for 4 days. We currently have an extended grace period to account for quarantine days so as long as they arrive at the library on time, there should not be any late fees on your account after they are checked back in.