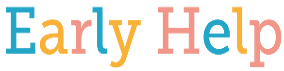
**GETTING LIBRARY BOOKS TO FAMILIES**

**USING VOLUNTEERS (DELIVERED TO THEIR HOME)**

**FLOW CHART**

Worker requests library books for a family and confirms   
age ranges and number of books requested   
(4 books per family unless more than 4 children in household)

**WORKER MUST CHECK IF COVID SYMPTOMS, ILLNESS OR SELF ISOLATING IN THE HOME AND CONFIRM TO LINE MANAGER**

Line manager approves/rejects

(requests from family check-in service to Ed Magee)

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Oncall manager meets library service volunteer in reception at an agreed time to give them the book bag – take PPE to the volunteer if needed

Service manager contacts oncall 5PS manager to confirm library service will be delivering books on x day and time

**SERVICE MANAGER MUST CONFIRM COVID/ILLNESS STATUS SO THE ONCALL MANAGER KNOWS IF PPE IS REQUIRED**

If approved, and if no FSCF worker available to do delivery, service manager contacts a)library service manager Jean Aston to arrange day and time for books to be delivered to 5PS and   
b) a library service volunteer to deliver books to family home

Line manager emails service manager to authorise

**LINE MANAGER MUST CONFIRM COVID/ILLNESS/ISOLATING STATUS TO SERVICE MANAGER**

Service manager approves/rejects

Oncall manager logs details on the library book loan spreadsheet (emailed to oncall managers)

Volunteer receives call from service manager

Oncall manager goes to 5PS, and meets library service manager to receive books and bag them (EWS book bags are in FIF cupboard)

Volunteer messages (text or email) oncall manager to confirm delivery of books.

If delivery of book bag can’t be made, volunteer notifies service manager and returns books to the oncall manager

Volunteer goes to house, leaves bag on doorstep, knocks on door, steps back for social distancing. Shows family Camden badge and explains why they are there. Asks family to collect the bag.

Volunteer goes to 5PS and meets oncall manager in reception at an agreed time

**APPLIES PPE IF REQUIRED**