LENDING LIBRARY
L4U
POLICY AND PROCEDURES
MANUAL
with
FREQUENTLY ASKED QUESTIONS

Disclaimer: The Lending Library purchases items based on requests and suggestions, therefore making no recommendations concerning the safety, suitability or proper working condition of items borrowed.
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Note: Please review the following Lending Library Policy and Procedures carefully for updates to the Lending Library program. The Hand in Hand staff has addressed potential questions within each section.

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For additional information please contact the Hand in Hand staff:

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I. **What is the Lending Library**

The Lending Library is a comprehensive collection of high quality, age appropriate, early childhood materials available to be borrowed by programs serving children Birth to age 5. The Lending Library materials have been purchased through generous local grants over the past 10-15 years. These materials (games, toys, books, child-sized furniture, music cd’s, puppets, etc.) have been carefully grouped into large and small themed totes and backpacks. Additionally, there are many individual resource books available to be checked out. For greater availability, there are multiples of the most favorite totes and materials.

II. **Participant Requirements**

To use the Lending Library you must work for/with an early childhood program serving children Birth to age 5 in Clay, Dickinson, O’Brien and Osceola counties and have a valid L4U account.

Approved early childhood programs include:

1. Registered or non-registered family child care providers
2. Licensed child care centers
3. Private and/or faith-based preschools
4. School-based preschools
5. Head Start classrooms

**FAQ: What does it cost to use the Lending Library materials?**

All materials are available at no cost to you (the provider/teacher).

III. **L4U and Creating an Account**

L4U is an electronic catalog system that Hand in Hand uses to track Lending Library usage. One feature of L4U is an online searchable database listing all Lending Library totes, equipment, story sacks, etc. Each individual listing includes the name of the tote/item and a complete inventory of what’s included.

An L4U account is required for anyone wanting to use the Lending Library. To create your account, please review the entire Lending Library Policy and Procedure Manual, sign and date the Lending Library L4U Agreement (Appendix A) and mail to:

Hand In Hand  
Jeanine Hough  
101 Robins Street  
P.O. Box 519  
Graettinger, IA 51342

Once your agreement is received, your account will be created and you will be emailed your L4U username and password.

*For past users, review the updated Lending Library Policy and Procedure Manual, sign and date the updated agreement and mail it to the above address. Your previous username and password will be resent to you.

**FAQ: I work for a center/school; do I need my own L4U username and password?**

You may choose to share an account with all staff or have your own account. Please visit with your director.
IV. Accessing and Using L4U to Search for & Request/Reserve Materials
The L4Uonline system is the only way Hand in Hand staff will accept requests/reserves for Lending Library materials.

Please follow the steps below to access your account, search for materials and place reserves. You can also reference Appendix B for complete instructions.

1) Go to www.udmo.com/handinhandlendinglibrary.htm Click the link L4U Online Access to go to the L4U system Homepage.
2) On the L4U Homepage click the Login button on the upper right side of the page and enter your username/client code and password.
3) To find the materials you want, type a word or phrase in the search box. For more search options see Appendix B – Quick Reference Guide.
4) Review the list of materials generated. Move your cursor over the item name to see the inventory of items. For more information you can click on the item name.
5) To see photos of the materials, please visit our Facebook page at www.facebook.com/ECIHandinHand
6) To Reserve/Request an item, first place the item in your BookBag, and then click Reserve. For complete step by step instructions see Appendix B – Quick Reference Guide.

FAQ: I don’t know what some of the materials are. Are there pictures somewhere?
Yes, as mentioned in item 5 above, in addition to the complete written listing on the L4U site, you can see photos of most Lending Library totes, equipment, story sacks, etc. on the Hand in Hand Facebook page. You can connect to our Facebook page at www.facebook.com/ECIHandinHand or through the Lending Library tab at www.udmo.com/handinhandlendinglibrary.htm

FAQ: How many materials can I have at one time?
You can now check out up to 4 totes at one time and/or 3 resource books. Exceptions may be made on occasion.

FAQ: How long can I keep Lending Library materials?
Lending Library materials are now available to check out for a period of up to 60 days. Exceptions may be made on occasion.

FAQ: Will I get everything I reserve?
All materials will be reserved on a first come, first served basis. However, you are limited to using up to 4 totes and/or 3 resource books at one time. Therefore, please prioritize your materials wish list before reserving.

FAQ: Can I call or email my requests to someone?
No, due to limited staff, we will not take phone or email requests.
V. Exchange of Lending Library Materials

All Lending Library users will need to pick up and return materials to the UDMO storage facility in Graettinger on a designated Saturday each month between 9:30 and 11:30 AM. The storage facility is located on North Van Gordon/425th Avenue just off County Road B14 on the northeast side of Graettinger. See Appendix C for a map and driving directions.

FAQ: Totes were delivered to me in the past, why do I have to pick up my Lending Library materials in Graettinger now?

Budget cuts have resulted in office closures and staff reductions. To keep the Lending Library operational, providers/teachers wishing to use the Lending Library will have to pick up the materials in Graettinger at the UDMO central storage facility.

FAQ: If I am participating in visits, can I have totes delivered to me?

Yes! Homes, centers and preschools participating in the Hand in Hand Coaching visits will be able to have at least one tote delivered monthly. Additional totes will need to be picked up in Graettinger on the designated Saturday. Exceptions may be made on occasion.

FAQ: What if I can’t make it to the monthly checkout?

We encourage everyone to consider partnering with other providers/center staff/teachers to carpool or take turns attending the checkout.

FAQ: Can I deduct my mileage for these trips to Graettinger?

We encourage everyone to visit with their tax preparer to determine allowable deductions.

FAQ: I work for a child care center or school; do I have to use my own time to pick up totes?

Please visit with your director or administration to determine if arrangements can be made to compensate you for your time. Also, visit with your tax preparer to determine if you can claim your mileage as a deduction.

FAQ: What if I want new materials between monthly checkouts?

Please plan ahead and request all materials you think you will use over the 30-60 day time period and pick them up on the designated Saturday in Graettinger.

FAQ: Can I share materials with other providers/programs that I checked out?

Yes, feel free to share materials with other providers/programs near you if you’d like. Please note: any damaged or lost items are the sole responsibility of the individual/program that originally checked them out.

VI. Cleaning/Sanitizing/Disinfecting Materials

Hand in Hand staff recommend that you, the provider/teacher, inspect, clean/sanitize/disinfect all Lending Library materials upon receipt and before using in your program. Furthermore, it is required that all Lending Library materials be cleaned according to the Healthy Child Care Iowa Cleaning/Sanitizing/Disinfecting recommendations prior to being returned to Graettinger. (See Appendix D)

FAQ: Why do I have to clean the Lending Library materials?

Providers have always been responsible to clean/sanitize/disinfect Lending Library materials in their possession.
according to Best Practice recommendations. According to Caring for our Children: National Health and Safety Performance Standards, Appendix K, hats and plastic mouthed toys should be cleaned/sanitized daily and other machine washable toys, dress-up clothes, and play activity centers should be cleaned/sanitized weekly to remove dirt and reduce the spread of germs in your child care setting.

**FAQ: What happens if I don’t clean the materials before I return them to Graettinger?**

Hand in Hand staff will check totes/materials when you return them to Graettinger. Failure to clean/sanitize/disinfect the materials will result in the termination of your Hand in Hand Lending Library Agreement.

**VII. Inspection, Inventory and Use of Materials**

It is your responsibility as the provider/teacher to inventory and inspect all items before use and report any missing items or items needing repairs to the Hand in Hand Lending Library staff by email at smeyer@udmo.com.

Furthermore, it is your responsibility to use the toys and materials for the intended use and appropriate age of child.

Prior to returning the tote/materials, please inventory again and place all items in their appropriate containers within the tote and in an orderly fashion to reduce the risk of damage to the materials/puzzles/books, etc.

Items should be returned in the same condition you received them in, given normal wear and tear.

**FAQ: What if something breaks while I am using it in my program?**

Please return all pieces of the broken item in a separate container or plastic bag. Hand in Hand staff will visit with you about replacement of the item. Each situation will be handled on a case by case basis.

**FAQ: What if something is missing from the tote when I pick it up or when I return it?**

Please make note of the missing items on the inventory sheet that comes with the materials you checked out. Hand in Hand staff will visit with you about replacement of the item. Each situation will be handled on a case by case basis.

**FAQ: What if I find missing items after I return the materials to Graettinger?**

All programs/providers are encouraged to have a container in which to place “found” Lending Library materials. These items can be returned on the next Lending Library Checkout Day. Please place them in a bag/container and label it with your name and date and the name of the tote/bag you believe it belongs in. This will assist Hand in Hand staff in returning the item to the proper tote/bag.

**VIII. Appendix**

See pages 7-12 for information noted in the Table of Contents.
# Lending Library Agreement

**Name of Borrower**

<table>
<thead>
<tr>
<th>Address</th>
<th>City/State</th>
<th>Zip</th>
</tr>
</thead>
</table>

| Home Phone | Cell Phone | Email Address |

I, the undersigned, hereby enter into an agreement which describes the responsibilities of each party.

**The Hand in Hand Lending Library staff agrees to:**

1. Maintain a Lending Library service and record of items checked out.
2. Provide a copy of the Lending Library Policy and Procedure Manual to the borrower.
3. Schedule a Lending Library check out day monthly in Graettinger, IA.

**The borrower agrees to:**

1. Read and follow all Lending Library Policies and Procedures.
2. Fully accept responsibility for the items checked out including, but not limited to, inspecting, using, cleaning, inventorying and returning items in good condition, given normal wear and tear.
3. Inform Hand in Hand staff of damaged or lost materials and pay to replace them at replacement value.
4. Notify the Hand in Hand staff of any change of address, phone number, or email address.

*I understand that the Lending Library purchases items based on requests and suggestions, therefore making no recommendations concerning the safety, suitability or proper working condition of items borrowed.

*Failure by me to fulfill my responsibilities outlined in the Lending Library Policy and Procedure Manual may result in termination of this agreement by the Hand in Hand staff. Additionally, this agreement may be discontinued with written notice by either party for cause or convenience.

This agreement is effective beginning ________________.

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Signature of Borrower | Date
---|---
Signature of Hand in Hand Staff | Date

**Lending Library Agreement August 2011**
L4U Quick Reference Guide

- **Online Access to L4U – Hand in Hand Lending Library**
  1) Go to [www.udmo.com/handinhandlendinglibrary.htm](http://www.udmo.com/handinhandlendinglibrary.htm)
  2) Click the link **L4U Online Access** to go to the L4U Homepage.
  3) On the Homepage click the Login button on the upper right side of the page.
  4) Enter your username/client code and password in the appropriate box.

- **Searching for Materials**
  1) **Simple Search**
     Type a word or phrase in the search box.

  2) **Advanced Search**
     - **Keywords** – Enter keywords separated by the word “and” or “or”. L4U will return a list of materials that contains only items that have all the words you listed if you used “and” or a list of materials that has any of the words listed if you used “or”.
     - **SoundsLike** – This search allows you to type in phonetically (how you think the word is spelled) and L4U will return a list of items that is phonetically similar. (For example typing “elifant” will return a list of materials that contain “elephant”).
     - **Subject** – Enter the subject name or a portion of the subject and L4U will return a list with subjects that contain the portion you typed in. (For example typing “plan” and clicking Subject will return a list of materials about Plants, Trip-Planning, Planets, etc.)
     - **Title** – Enter the title or portion of the title of the book excluding all articles (The, An, A, etc.) and L4U will return a list of materials that contains those words in the title. (For example, “cat” will return “Cat in the Hat, The”; “To Catch a Mocking Bird”, etc.)
     - **Author** – Type in the author’s name, it does not have to be complete or in order. (For example, alex smith may return “Smith, Alexander”)
     - **MultiSeek** – This search screen gives you multiple dropdown boxes to search by more than one of the above methods at the same time.

- **Viewing Search Results**
  1) All materials that meet your search criteria will be displayed (15 per page) in a table containing the Call Number, Title, and Status. Click “Next 15” on the bottom right to see additional materials. You can increase the number of items displayed per page on the bottom of the page.
  2) To view a complete list of items included in the tote, scroll over the Call Number or click the Call Number to open a new window with detailed information.
 **Bookbag and Reserves**

1) Place items of interest from multiple searches into your Bookbag by clicking *Add* on the upper left of the search page. Items can be removed from your Bookbag by clicking on the item title to enter the detail view and then click *Remove from Bookbag*.

2) To Reserve the item
   a. Click *Display Bookbag*
   b. Click *Place A Reserve on Current Bookbag*
   c. Click *Place Reserve*
   d. Do one of the following:
      i. Select the checkboxes beside the item to reserve and click *Reserve Selected Item*
      Or
      ii. Click *Reserve All Items*
   e. The next page will display a listing of all reserves

3) If the system declines your reserve that means someone has already reserved that item. Please go back and choose a different item.

 **Always logout from IPAC L4U when you are done.**
FROM THE SOUTHWEST

Go East on Highway 18 to Highway 4 North in Palo Alto County.

Turn Left and go North on Highway 4 for approximately 8 miles to County Road B14/280th Street on the north edge of Graettinger.

Turn Right onto CR B14 and go East on CR B14 for approximately ½ mile.

Turn Left onto N Van Gordon/425th Avenue (gravel) and go ¼ mile to the Morton Building on the left.

FROM THE NORTHWEST

Go East on Highway 9 to Highway 4 South in Estherville.

Turn Right and go South on Highway 4 for approximately 12 miles to County Road B14/280th Street on the north edge of Graettinger.

Turn Left and go East on CR B14 for ½ mile.

Turn Left onto N Van Gordon/425th Avenue (gravel) and go ¼ mile to the Morton Building on the left.
Cleaning, Sanitizing, or Disinfecting, Which Should I Do?

Cleaning, sanitizing and disinfecting are important steps to removing dirt and reducing the spread of germs in child care settings. Routine **cleaning** with detergent or soap and water removes dirt and grime from surfaces. Floors, carpets, walls and windows are cleaned. **Sanitizing** removes dirt or filth and small amounts of germs. Bedding, bathrooms, kitchen counters, toys, dishes and eating utensils are cleaned (to remove dirt) then sanitized. But some child care items and surfaces require the added step of **disinfecting** after cleaning to kill the germs on a surface. Diaper changing tables, hand washing sinks, table tops, and some toys should be cleaned and then disinfected.

Using regular household bleach and water solution is an inexpensive, effective and easy way to remove or kill germs found on surfaces in child care. Bleach and water solution may be used in several ways:

- Dipping the object into a sink or pan filled with the bleach and water solution then letting the item air dry.
- Using paper towels soaked in bleach and water solution to wash surfaces, then letting the surface air dry.
- Using pump spray bottles to thoroughly wet a surface, then allowing the surface to air dry.

All containers of bleach/water solution should be clearly labeled with the contents of the container and the date. *Example*: Bleach and Water Solution, March 3, 2008. Remember to keep all containers of cleaning and disinfecting products out of the reach of children.

Household bleach mixed with regular cool tap water is effective, affordable, convenient and readily available. When purchasing household bleach, read the label making certain the bleach is labeled for **household** use. Household bleach is typically sold in one of two strengths: 5.25% hypochlorite (regular strength bleach) or 6.00% hypochlorite (ultra strength bleach). Either strength of household bleach may be used in child care. The solution of bleach and water is easy to mix and safe when handled properly. Use rubber gloves, safety glasses or splash goggles when mixing bleach and water.
Sanitizing: When using bleach and water for sanitizing eating utensils or toys that are mouthed, a weaker bleach and water solution may be used.

1 teaspoon bleach to 1 quart of cool tap water (4 teaspoons bleach to 1 gallon cool tap water) Dishes, eating utensils, and toys should be submerged in the bleach and water solution for at least 1 minute then allowed to air dry. Food preparation and food service items should not be towel dried.

Disinfecting: Use a stronger bleach and water solution on diaper changing tables, hand washing sinks, toilets, heavily soiled toys, and other surfaces that need disinfecting. Use the following recipe and water for disinfecting.

¼ cup household bleach in 1 gallon of cool water

OR

1 tablespoon bleach + 1 quart of cool water

Allow the surface to remain wet for 2 minutes then air or towel dry.

A solution of bleach and water loses its strength and is weakened by heat and sunlight. So, mix a fresh bleach and water solution every day. Unused bleach and water solution should be poured down a drain at the end of the day. Do not discard bleach-water solution where other cleaners or chemicals are in use. Note of Caution: Do not mix household bleach with other household chemicals such as toilet cleaners, rust removers, acids or products containing ammonia. Mixing these chemicals with bleach will produce toxic and hazardous gases.

Use Caution When Selecting and Using Cleaning, Sanitizing, and Disinfecting Products: There are thousands of commercial and industrial products available that meet the Environmental Protection Agency's (EPA's) standards for killing germs. Many products are dangerous and potentially toxic to children. Do not allow children to help you or to be in the area while sanitizing or disinfecting items and surfaces. Often these products carry a warning label on the front of the container. Do not use products that carry a DANGER or a DANGER, CORROSIVE warning label. If you have questions about a product, ask your child care nurse consultant for help. If you choose an EPA registered product, carefully read the label and always follow the manufacturer's exact instructions.

Healthy Child Care Iowa talkline: 1-800-369-2229 available 24 hours a day and 7 days a week January 2009

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