

**Graduated Service Levels, Vespasian-Warner Public Library District, 4/16/2020**

<b>Service/Access Tier</b>	<b>Full Digital</b>	<b>Curbside Pickup</b>	<b>Lobby &amp; Main Desk</b>	<b>Limited Services</b>	<b>Precautionary</b>
<b>Library Pandemic Response Level</b>	Level III: Temporary Closure	Level III: Temporary Closure	Level III: Temporary Closure	Level II: Moderated Services	Level I: Precautionary Measures
<b>State Mandate</b>	Stay at Home Order in Place	Stay at Home Lifted/Modified	Social Distancing, No Groups above 10-	Social Distancing, No Groups Above 50	Social Distancing
<b>Hours of Operation</b>	None	Limited (M-F 10-12 & 6-8, S 12-3)	Limited (M-F 10-12 & 6-8, S 12-3)	Regular Hours	Regular Hours
<b>Materials</b>	Digital Only	Digital Encouraged, Curbside Pickup w/ Phone & Online Orders	Digital Encouraged, Curbside, Main Desk Access Only for Requests	Digital Encouraged, Stacks Open	Stacks Open
<b>Services</b>	Digital Only	Digital Only	Notary, Copy, Fax, Scan	Notary, Copy, Fax, Scan, 1 Hour Computers, NO Toys, Seating, Newspapers,	All Services, Limited Toys or Multi-Touch Items, Home-Bound Delivery Resumes?
<b>Check-Out Method</b>	Digital Only	Curbside Only	Curbside, Staff Only Check-Out	Touchless Check-Out	Touchless Check-Out
<b>Returns</b>	None, Auto-Renewal	Limited Hours for Outdoor Cart Returns	Limited Hours for Outdoor Cart, Indoor Book Drop Open	Book Drops Open, Set Return Guidelines for Extended Renewal Items	Book Drops Open, All Materials Deadlines Enforced
<b>Staff in Building</b>	< =3 With Advance Approval	Limited, <=4	Limited, <=4	All Staff Report for Regular Shifts, with Modifications	All Staff Report for Regular Shifts
<b>Programs</b>	Video and Digital	Videos, Digital, Make-and-Take Supplies	Videos, Digital, Make-and-Take Supplies	Videos, Digital, Make-and-Take Supplies	Small Group Programs of 10 or Less, Multiple Sessions

Digital Services Include: reference, tech assistance, readers' advisory, temp cards, notary\*, website Covid home page resources