

June 2020/Phase 3 of State Reopen Plan

Hours and Staffing Considerations

Limited Hours and Staggered Employee Schedule

Library will be open 10am-6pm M-F

Possible Saturday hours 10am-2pm We will not be open on Saturdays for now

Closed Sunday

Four employees will work one week while the others stay home.

Crew One 1st and 3rd Week

Krys 10am-6pm

Makenzie 10am-6pm

Lisa 10am-6pm

Ray 1pm-4pm

Crew Two 2nd and 4th Week

Krys 10am-6pm

Emily 10am-6pm

Sherry 10am-3pm

Mason 1pm-4pm

Employees will wear face coverings provided by the library.

Hand sanitizer will be available at each work station. Soap and water is available in the staff workroom.

Vinyl gloves are available to wear, along with Lysol disinfecting wipes, while wiping down surfaces.

Staff will remain at work stations that allow them to remain a six foot distance. (Laptop station, Sherry's station, Emily's office, Krystal's office)

Krystal will be the only staff member involved with curbside service. (As far as taking them out goes. Staff will take phone calls and pull books for patrons.)

Ray and Mason will be on book return duty. They will wear gloves and face coverings when retrieving books.

Face coverings have been purchased for each staff member and are already available at the library. Hand sanitizer was ordered in March, but we have not yet received it. At Joe's suggestion, I have also ordered two of the stand-up touchless hand sanitizer stations to place at each entrance for patrons entering the building. Those have not yet arrived but will hopefully be here before we reopen. I do have gloves available. We have several containers of Lysol Wipes at this time, and I placed an order for more back in March. Those are trickling in a few at a time every couple of weeks.

Depending on the governor's reopening phase, we may return to a normal work schedule in July.

Curbside Service and Book Return

Patrons will be encouraged to utilize the curbside service method to limit the number of people who are entering the building.

Patrons may call to request items or put them on hold through SHARE.

Patrons will provide their library card number over the phone and the books will be checked out to them over the phone.

The items will be placed in a bag labeled with the patron's name.

When the patrons arrive at the library, they will call and Krystal will take the bagged items out and place them on the cart. (If the patron doesn't have a cell phone, he can let us know what time he will be arriving.)

Then the patrons can get out of their car and retrieve the bag.

We will have the letter board outside that says "Stop here for curbside service."

For curbside service of fax, printing, or copies: Patrons will call to let us know what they need.

The papers can be left on the clipboard on the outside cart. Krystal will bring them in, perform the service, and return the clipboard to the cart where they can be picked up by the patron.

Payment can be left on clipboard.

Patrons will be encouraged to return their books via the outside book return.

We will also have a tub near the curbside cart for people to return books if they did not put them in book return.

Ray/Mason will retrieve items from the book drop and will wear provided gloves and face covering. The books will be taken downstairs to the conference room where they will be placed on that day's designated table. After they have been "in quarantine" for 72 hours, they will be brought back upstairs to be checked in and reshelved.

All materials have been automatically renewed. If any fines happen to show up when returning items during this time, they will be waived.

Patrons Inside the Building

*A sign will be placed at the entrances to the library encouraging patrons to utilize curbside service. For the safety of staff and other patrons, the sign will also require those who are entering to wear a face covering, use the provided hand sanitizer, and to not linger in the library. We will have disposable masks for patrons who do not have something with them. Krystal will speak with anyone who is not willing to wear a mask.

*We will have tape on the floor in front of the circulation desk to guide patrons in maintaining a social distance of six feet.

*Only three computers in the adult computer lab, two in YA, and two in children's will be available to maintain social distancing. Additional laptops can be set up for extra computer stations in each of those area; the computer in the genealogy room can also be utilized. Also, Lazerware Mike is going to make one of the card catalogs into an Internet accessible computer.

*Computer time will be restricted to one hour instead of the normal two hours.

*Signage will be placed at each available computer stating the one hour limit and requesting that the patron tells us when they leave so we know to disinfect the area. Wearing gloves, we will Lysol wipe the keyboard, mouse, and work table area. Lysol spray the chair.

*Seating in the library has been moved to maintain 6 feet distance. All extra seating has been moved to the conference room.

*During check out patrons will hold items while staff scans barcodes with the scanner to minimize the handling of items between patron and staff.

*A tub will be located at the front desk for returns. Patrons can place their returns directly into the tub and these items will be taken down to the conference room for the designated quarantine.

*Computer stations, copy machine, circulation desk, and seating areas/tables will be wiped down with Lysol wipes in between patron use. Staff will wear gloves while performing the disinfection.

Library Programs

*Programs will be cancelled through the summer. (Our part of the state may move into Phase 3 of the reopen plan in June, but even Phase 3 only allows gatherings of 10 people, so until we move into Phase 4, we wouldn't be able to invite groups to the library for programming.)

*Summer Reading Program will be a one sheet task style completion program, so the readers don't have to come back in on a weekly basis to report their reading. We will offer "make and take" crafts and virtual programs. We are discussing the possibility of holding a couple of outdoor programs that could meet social distancing requirements like an outdoor yoga and a gardening demonstration.

*Task sheets will be available for pick up at the library or online.

Handling Library Routines during the Time of COVID

*Patrons should place their returns directly into the box on the counter. When the box is full, take it downstairs, and (wearing gloves) place the books on the designated table. Let patrons know that items are being placed in quarantine for 4 days before being checked in and reshelfed, so items will still appear on their account for a few days after they have returned.

*Waive any fines that may appear when checking in books. Most books were automatically renewed until June 8, but I have seen two instances where books showed as being due on May 15. I'm not sure what the issue was but it may have been because they were marked new with no renewals. Most of those were overridden though. Just keep an eye out.

*When checking out books: Patrons will hold their cards out to be scanned. Then they will hold out each book to be scanned. They can grab the receipt from the printer. (Emily and I tried this, and it worked pretty well.)

*For books on hold: Text messaging notifications are not turned on for patrons. If a book pops up as on hold for someone, we will call them to let them know the book is here. Make sure the patron knows that our current hours are M-F 10-6. Ask if they want to pick up curbside or come into the library. If they want to pick up curbside, explain that they should call us when they arrive to the library, give their library card number over the phone, and we will bring it out to them. If a patron comes inside to pick up a book on hold, use hand sanitizer before you go get the book off the holds shelf. They hold their card out while you scan it, check out the book, put the receipt on and give it to them.

Visitor passes for computer: Patron holds ID while we look up their name.

New Cards: Have patron place their ID on the clipboard. Use hand sanitizer before you touch their new card. Proceed as usual. Put new card on clipboard and let the patron retrieve their new card and their ID.

*There are only three computers open in the adult computer lab, two in the children's, and two in YA. If all are full in adult and someone needs to use it, direct them to the OPAC that has been turned into an adult computer. If that one is full, you can next direct them to the genealogy room. If both of those are full, you can provide them with a laptop that they can use at one of the adult tables throughout the library. If both YA computers are full, one laptop can be checked out for the only table left in YA area. If both kids computers are full, you can give out laptops for use at the little table behind computers or at the double desk.

*There are gloves if you want to wear them while handling money. Or if you prefer, you can handle the money and then go wash your hands with soap and water in the workroom.

*When people are finished with the computers, they should come notify us. At this time, put on a pair of gloves and use Lysol wipe on keyboard, mouse, and table. Spray Lysol on chair. (Don't go crazy with the Lysol spray as some people are really sensitive to it, and I think a little goes a long way.)

*Keep an eye on when people leave after using copy machine or after sitting at a table/chair. Again, wearing gloves, use Lysol wipes to disinfect the area. For fabric chairs, spray some Lysol.

*People should be wearing masks. That is primarily why I am stationed at back door. I will try to catch anyone who is coming in to talk them about procedures we have in place

*If someone tells me they can't wear a mask because of a medical condition, there is really nothing we can do about that. We can't ask them to provide details about their condition and

you can't tell them they can't come in without one in that case because that would be discrimination. So, there may be someone in here without a mask and we have to allow it in that case. Hopefully there will be few instances of that.

*The Walnut Street door will be locked so that everyone will enter through the back and pass by me. I have a sign posted there, but you will need to listen for knocks from people like the UPS man. Also, watch for patrons who may be elderly and have parked across the street. We will try not to make those people walk all the way around. We can let them in that door if necessary.

*If people need help using the computer, try to maintain as much distance as possible. If two people come in together and need to use the computer together, there is one extra blue chair that can be pulled out for them to utilize. During the month of June, we will be a bit short staffed, so we will make appointments for FOID cards for July, but not in June.

*Also, answers to questions people may ask:

- delivery between libraries will not be happening until at least July 6. The delivery system has a lot of catching up to do before they begin ILL again.
- Summer Reading program challenge sheets will be available beginning on June 8. No in library programs will held to coincide with summer reading program
- No programming of any kind will be held for the entire summer
- We may be back open regular hours in July, but we aren't 100% sure yet.
- No room reservations will be made during the month of June. Call us back in July and we'll see.

And, lastly, if anyone gives you any trouble over any of these procedures, you can simply say, "We are trying to be extra careful and cover all the bases so we can remain open to the public." If they still have questions, tell them to come talk to me.