

Tentative Reopen Plan

Caveats:

- We don't know if we will receive clear public health guidance on this, or if we will have to rely on the general consensus of others in our profession.
- We view our services as essential to the intellectual, economic, and social wellbeing of our community, however steps must be taken to assure the health and wellness of employees and patrons.
- RAILS might dictate some of when we can actually implement planning, depending on when they offer full-services.
- This plan involves staff coming back into the building to work.
- I am proposing that **Fine Amnesty starts upon reopening and continue for three months**. First off, this will buy us a lot of good will among families who may have suffered great financial hardship as a result of the COVID-19 crisis. It will also alleviate cash handling concerns (discussed in phase 4).

Phase 1: Return of Materials

- Staff empty book drop daily and may wear gloves and non-medical mask and put books in separate area for 24-48 hours.
- check-in, and re-shelve.
- Two to three staff in building per day during enough hours to meet demand, practice social distancing as recommended by public health officials.
- Reduced hours a possibility.
- Continue quarantining books for as long as advised during subsequent phases.

Phase 2: Curbside Pickup of Materials

- Patrons can pick up books already on hold in building. Staff patrons to let them know they have materials waiting for them.
- Patrons can call to place holds for materials currently on-shelf in the library. Staff will be on duty to answer phones, answer reference questions, pull materials, place and trap holds.
- Patrons who do not know what specific materials they want can have a librarian chose by any criteria.

- Patrons call library when they are outside, and library staff bring their materials outside to a table, checked out, in bags. Staff wear may wear library supplied gloves and non-medical masks.
- Patrons may request materials by voicemail, text, Facebook, or email if outside of our open hours and in building staff will respond to these requests the next business day.
- All “pickup” type procedures are tentative.
- Pickup times will vary from traditional open hours. Only staff who are comfortable doing so will offer curbside, other staff may bag items and leave them in the circ desk.
- RAILS ILL boxes will remain “self quarantined” for 48-72 hours before being checked in and given to patrons.

Phase 4: Limited Walk-In Service

- Patrons may enter building to pick up holds and select materials.
- Soft seating and toys may not be available to public.
- Computers will be placed in-service/out-of-service so that there is a 1-computer gap in between users.
- Suggest one individual per table.
- Wipe down computers, mice, tables and chairs, door handles, and the circ desk area frequently. Especially before leaving work.
- Use rugs, book carts, and furniture to encourage social distancing while standing in line and for maintaining appropriate distance from service desk.
- Override blocks and make allowances for individuals unable to pay for lost items for three months.
- Staff may wear gloves and non-medical masks.

Phase 5: Gradual Transition to Normal Walk-In Service

- Gradually relax social distancing and cleaning routines as advised by public health officials.
- Proportionally phase back in full on-desk staffing.

Phase 6: Gradual Transition to Normal Full Service

- When advised by public health officials, resume programming and regular scheduling.

Summer Reading Considerations

Summer reading will be on hold until it is safe to proceed.

- Email or phone registration is a possibility.

If summer reading occurs during a Curbside Pickup phase:

- Participants can sign up by phone or online.
- Summer reading folders with instructions and logs and any signup prizes can be picked up curbside. If weather is nice, a curbside table can be set up for this purpose.
- Families can place orders for materials online or by phone, including reader's advisory conversations where staff pick materials for the readers in the family.
- Weekly logs can be dropped off curbside. Weekly logs can be distributed in multiples and collected in multiples to prevent weekly visits, unless they are needed to pick up more reading materials.

If summer reading occurs during Limited Walk-In or Transition to Normal Walk-In Phase (Phase 4 or 5):

- Participants may also sign up at the Circ Desk, in addition to by phone or online. They can pick up signup prizes and folders with instructions and logs at the Circ Desk.
- Families will still be encouraged to place orders online or by phone (including reader's advisory), but they can also come into the building and pick out their own books and can pick up holds at the Checkout Desk.
- Weekly logs can be dropped off at the Circ Desk (but can still be distributed and collected in multiples to prevent weekly visits, unless they are needed to pick up more reading materials).

If summer reading occurs during Transition to Normal Full Service (Phase 6):

- We will offer a "bare bones" schedule of repeating weekly programs (approximately one per age group) of the type that can be easily created by staff (Podcasts, videos). Until the all clear is given, larger gatherings may have to be held outside.

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