

Phases of Re-Opening

Phase I:

- During Stay-at-home order.
- All outside communication about the situation must be approved by the Director or designee.
- Closed to the public in all aspects except online offerings and virtual programming.
- Only staff who are comfortable working in the building may contact the Director or designee about days and times they wish to work. Staff in vulnerable situations may contact the Director stating so.
- When allowed, only 3 people in the building at a time working on projects, as approved by the Director or designee. Social distancing in place.
- All public interaction is electronic.
- Holds, billing and overdues run daily. All fines waived. Due dates set to later date, determined by current situation.
- Director or designee makes every effort to be in the building M-F 9-5, or when needed.
- Only Director or designee retrieves book drop and processes material as needed for current situation.
- WiFi will remain on and accessible to the public.

Phase II:

- During Stay-at-home order.
- All outside communication about the situation must be approved by the Director or designee.
- Closed to the public except online offerings and virtual programming. Phones answered M-F 9-5.
- Only staff who are comfortable working in the building may contact Director or designee about days and times they wish to work. Staff in vulnerable situations may contact Director stating so.
- 3-4 people working in the building at a time working on projects, as approved by Director or designee. Social distancing in place.
- Curbside service offered. Patron reserves material online or over phone, calls when they arrive, and staff take out material and place on table. Only staff who are comfortable will deliver curbside and will wear gloves and masks when delivering. Patrons are to place all returning materials in the book drop, not hand to staff or leave on table.
- Billing and overdues run daily. All fines waived. Due dates set to later date, determined by current situation. Holds run hourly and pulled. All holds called,

even email holds (unless patron already has holds that have been called on shelf).

- Director or designee makes every effort to be in the building M-F 9-5, or when needed.
- Director or designee will answer bulk of phone calls when able, so as to give other staff a chance to get work accomplished. When this person is not able, that shift's crew will determine who is the main phone answerer each hour, with all others as back-up.
- Only Director or designee retrieves book drop and processes material as needed for current situation.
- WiFi will remain on and accessible to the public.

Phase III:

- Once Stay-at-home order is lifted, but before opening to public.
- All outside communication about the situation must be approved by the Director or designee.
- Will have a Staff Meeting at the beginning of week. All staff who are able are required to attend. Staff in vulnerable situations excused, provided they have been in communication with the Director. Meeting will be held in Children's/Teen Area where we can spread out. Breakfast/lunch provided. Staff will have the opportunity to catch up with each other and hear about opening processes and phases.
- Closed to public except online offerings and virtual programming. Phones answered M-F 9-5.
- Will add more staff (approx. 50% of normal on a given day, or as mandated), practicing social distancing. Staff in vulnerable situations excused if they have been in communication with the Director.
- Curbside service offered. Patron reserves material online or over phone, calls when they arrive, and staff take out material and place on table. Only staff who are comfortable will deliver curbside and will wear gloves and masks when delivering.
- Billing and overdues run daily. All fines waived. Due dates set to later date, determined by current situation. Holds run hourly and pulled. All holds called, even email holds (unless patron already has holds that have been called on shelf).
- Director or designee makes every effort to be in the building M-F 9-5, or when needed.
- Director or designee will answer bulk of phone calls when able, so as to give other staff a chance to get work accomplished. When this person is not able,

that shift's crew will determine who is the main phone answerer each hour, with all others as back-up.

- Only Director or designee retrieves book drop and processes material as needed for the current situation.
- Patron seating and computer stations will be removed and/or separated in preparation for public social distancing.
- Protective barriers will be installed at the Front Desk area. Posts and social distancing guides will be set up in preparation for public use. Most toys in the Children's Area will be removed.
- WiFi will remain on and accessible to the public.
- Hope to keep this stage at a week.

Phase IV:

- Open to the public by appointment only, at designated times (see below). No room reservations will be made at this time.
- All outside communication about the situation must be approved by the Director or designee.
- Continue online offerings and virtual programming. Phones answered M-F 9-6.
- Will keep staff at approx. 50% of normal on a given day, or as mandated, practicing social distancing. Staff in vulnerable situations excused, provided they have been in communication with the Director.
- Curbside service offered. Patron reserves material online or over phone, calls when they arrive, and staff take out material and place on table. Only staff who are comfortable will deliver curbside and will wear gloves and masks when delivering.
- Billing and overdues run daily. All fines waived. Due dates reset to normal process. Holds run hourly and pulled, then processed as normal.
- Director or designee makes every effort to be in the building M-F 9-6, or when needed.
- Only Director or designee retrieves book drop and processes material as needed for current situation.
- Patron seating and computer stations remain separated, removed and/or separated for continued public social distancing. We will check out laptops to patrons to assist with social distancing. Every other computer will be put out of order to allow more space between in-use workstations.
- Protective barriers remain at the Front Desk area. We will only use 2 checkout stations, preferably Left Front and Sit Down.
- Posts and barrier lines remain in place for public use. Director or designee will answer bulk of phone calls and make appointments when able, so as to give

other staff a chance to get work accomplished and help patrons. When this person is not able, that shift's crew will determine who is the main phone answerer each hour, with all others as back-up.

- Appointments will be kept on a Google sheet and will be available in 1-hr increments from 9-10, 10:30-11:30, 12-1, 1:30-2:30, 3-4, and 4:30-5:30. We will allow up to 25 people in the building at a time (10 on the adult side, 10 on the Children's side, and 5 in the Teen/Computer area). Up to 2 appointments may be made per person per day. The following questions will be asked for each appointment:
 - What time would you like to come in?
 - What needs to you have (i.e., get on computer, browse for books, hang out, etc.)? This would be a good time to determine how long any computer time might take.
 - How many people will be coming in, and what area do you plan to be in? (i.e., a family with kids in the kids' area) This will be important in case, for example, the Ruby family comes in. In this case, they will be the only ones scheduled in the kids' area at that time.
- When making appointments, we will tell patron they only have an hour to do what they need, then we will close for cleaning. Director or designee will be posted near front door to assist with flow of people.
- The half-hour increments between these times we will close for disinfecting high-traffic areas and computers. Shelving will only occur during cleaning times.
- If a person is working on an official form or assignment that needs more than an hour, that person may use a room with approval from the Director or designee. This will be allowed for rare cases only. Room will be cleaned after use.
- WiFi will remain on and accessible to the public.

Phase V:

- Open to the public without appointment, yet maintaining social distancing and health/safety precautions. Limited Room Reservations made.
- All outside communication about the situation must be approved by the Director or designee.
- Continue online offerings and virtual programming, slowly increasing in-person smaller and/or outside programming, as determined by situation.
- May increase open hours.
- Will increase staff to near normal on a given day, or as mandated, practicing social distancing. Staff in vulnerable situations should communicate with the Director.
- Curbside service offered.

- Billing and overdues run daily. All fines waived. Due dates reset to normal process. Holds run hourly and pulled, then processed as normal.
- Director or designee makes every effort to be in the building M-F 9-6, or when needed.
- Only the Director or designee retrieves book drop and processes material as needed for the current situation.
- Patron seating and computer stations remain separated, removed and/or separated for continued public social distancing. We will check out laptops to patrons to assist with social distancing. Every other computer will be set out of order to maintain distance between in use workstations.
- Protective barriers remain at the Front Desk area.
- Posts and social distancing lines remain in place for public use. Director and designated staff will continually wander throughout the building and grounds to assist patrons and maintain awareness of social distancing, utilizing use of walkie-talkies.
- WiFi will remain on and accessible to the public.

Phase VI:

- Open with full services as normal, or New Normal.
- Limited Room Reservations made.
- Continue online offerings and virtual programming, slowly increasing in-person smaller and/or outside programming, as determined by situation.
- Normal staff level. Operating hours return to normal.
- Curbside service offered indefinitely during hours of M-F 9-5.
- Billing and overdues run daily. Holds run at the beginning of each shift, possible new normal.
- Book drop retrieved twice daily as normal, possible new disinfecting protocol.
- Patron seating and computer stations may remain separated, removed and/or separated for continued public social distancing. We will check out laptops to patrons to assist with social distancing.
- Protective barriers possibly removed.
- Posts and social distancing lines possibly removed. WiFi will remain on and accessible to the public.