

LIBRARY OPERATIONAL LEVELS



Virtual and remote service levels ← Physical and in-person service levels



1. Does this level of service fall within State and Local directives?

2. Do we have sufficient supply of protective equipment for staff?

3. Is the building adequately clean? If there was a confirmed contamination, was the building sanitized? Do we have the cleaning supplies, custodial schedule, and budget to maintain a safe building?

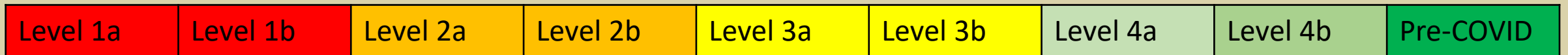
4. Do we have the minimum level of staff, including stand-by alternates to account for illnesses in order to provide this level of service to the public for the hours suggested?

5. Do we have the ability, space, supplies and resources to distribute and receive materials per safety guidelines?

6. Do we have sufficient protection for patrons including most vulnerable? Supplies and staffing to clean surfaces quickly and repeatedly, masks to give away to the public if needed? Do we have a method of enforcement in place for patrons that will not comply with guidelines?

7. Are all recommended physical protective measures in place for the building? Is the building size and physical layout able to accommodate recommended or required social distancing requirements at a limit of persons?


8. Do we have the staffing, alternative staffing, supplies, resources, physical building layout and protections to move to the next service level and building capacity level?



Virtual and remote service levels

Physical and in-person service levels




Operational Level 1a & 1b – Virtual and remote service

	Services	Building Access	Staffing
1a	<ul style="list-style-type: none">• Virtual services• Online live programs, workshops and trainings• Remote reference and technology help via email and chat• Bolstering e-resource and e-book collections 	<ul style="list-style-type: none">• None	<ul style="list-style-type: none">• Telecommuting only
1b	<ul style="list-style-type: none">• Telephone reference• Accepting and processing returned materials per IMLS & CDC guidelines	<ul style="list-style-type: none">• Staff only	<ul style="list-style-type: none">• Alternating in-building/telecommuting teams

Operational Level 2a & 2b – Virtual service with curbside pickup and limited access

	Services	Building Access	Staffing
2a	<ul style="list-style-type: none"> • Curbside pickup of physical materials • Holds and “grab bag” materials selection • Online live programs, workshops and trainings • Telephone reference • Remote reference and technology help via email and chat • Bolstering e-resource and e-book collections • Accepting and processing returned materials 	<ul style="list-style-type: none"> • Staff only inside building • Curbside pickup M-F 11-4 (initially) • Increased hours TBD 	<ul style="list-style-type: none"> • Alternating in-building/telecommuting teams
2b	<ul style="list-style-type: none"> • Appointments for public computer use • Copier, printing, fax, scanning service available • One on one assistance appointments for recovery issues (job search, federal benefits, etc) 	<ul style="list-style-type: none"> • Public appointments M-F 11-4 initially • Limit 15 patrons at a time 	

Operational Level 3a & 3b – Controlled in-building services with online programs

	Services	Building Access	Staffing
3a	<ul style="list-style-type: none"> • Public access to shelves for material browsing • Check out via cell phone/self check machines • Online live programs, workshops and trainings • Telephone reference • Remote reference and technology help via email and chat • Accepting and processing returned materials • Appointments for public computer use • Copier, printing, fax, scanning service available • One on one assistance appointments for recovery issues (job search, federal benefits, etc) 	<ul style="list-style-type: none"> • 25% building capacity in open areas. Enclosed rooms restricted. • Library use by appointment blocks. • Limited seating for individuals or family units • Public hours TBD (Anticipate M-Sa 10-5 initially, additional hours TBD) 	<ul style="list-style-type: none"> • Rotational staffing either by day alternating days or blocks of days for in-building and telecommuting 
3b		<ul style="list-style-type: none"> • 35% building capacity in open areas • Volunteers working • Public hours TBD 	

Operational Level 4a & 4b – Expanded in-building service with limited programming

	Services	Building Access	Staffing
4a	<ul style="list-style-type: none"> • In-person programs and workshops by reservation with 10 person limit • Staffing at reference desks with safety protocols • In-person checkout of materials • Most areas of the library open for public access • Online live programs and workshops • In-person reference help, email, chat and telephone reference handled in-building • Accepting and processing returned materials • Accepting donations • Appointments for public computer use • Copier, printing, fax, scanning service available • One on one assistance appointments for recovery issues (job search, federal benefits, etc) 	<ul style="list-style-type: none"> • 50% building capacity in open areas with limited access to enclosed rooms • Limited seating for small groups • Volunteers working • Full M-Su normal public operation hours 	<ul style="list-style-type: none"> • Majority of staff in-building with regular schedules. Some administrative, finance, and content related work by telecommute
4b	<p style="text-align: center;"></p> <ul style="list-style-type: none"> • Increased capacity for in-person programs • Remaining small group spaces and meeting rooms open for public access 	<p style="text-align: center;"></p>	<p style="text-align: center;"></p>

Operational Level – Pre-COVID

- Service, staffing, public capacity, and hours fully restored within any appropriate protections recommended by County Health