

Amy Blanchard

From: Ryan Livergood
Sent: Friday, July 17, 2020 2:37 PM
To: libraryboard
Cc: Noreen Reese; Gina Ornelas; Amy Blanchard; Sandy Beda; Jan Marsh; 'AFarr@MichaelSilver.com'
Subject: Board packet July 21, 2020: Library Operations Update
Attachments: Screen showing public the number of people in library.jpg; Staff monitor for number of people in library.jpg

Good afternoon,

The Management Team and other key staff are meeting daily as we prepare to move into Phase 6 of WNPL's phased reopening plan on Monday, July 27. We have most of the major issues addressed that we didn't have resolved a few weeks ago. These includes the following:

- Developing talking points and setting up staff training for how to handle patrons that don't want to follow safety protocols, such as refusing to wear a mask
- Continued reconfiguration of the building to promote social distancing and "grab and go" library usage, such as spreading out the self-checkout machines
- Developing a procedure for offering computer access that will keep our staff safe and our contact with patrons limited
- Making sure the needs of staff are met, including space for staff to have breaks which allows for proper social distancing
- Setting up a system for monitoring the number of patrons in the building (see attached photos)

We have learned a lot from both the contactless holds pickup service we are providing now in addition to talking to other libraries in the area that have opened their doors to patrons. I feel confident that we will be ready on Monday, July 27 for WNPL Phase 6. I am happy to share with the Board more details about how we are preparing for WNPL Phase 6 on Tuesday night. Please bring your questions and concerns, as we are trying our best to be as prepared as possible for any unforeseen difficulties prior to 7/27.

Thanks,
Ryan

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"Congratulations on the new library, because it isn't just a library. It is a space ship that will take you to the farthest reaches of the Universe, a time machine that will take you to the far past and the far future, a teacher that knows more than any human being, a friend that will amuse you and console you---and most of all, a gateway, to a better and happier and more useful life."

– Isaac Asimov

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