

BROOKS FREE LIBRARY
COVID19 PHASED RESUMPTION OF SERVICES

LIMITED INSIDE ACCESS
"GRAB AND GO" SERVICE
8.27.20

The Dept. of Public Works is in the process of retro-fitting the building to comply with COVID19 occupancy and distancing requirements. Three alcoves are being enclosed to create additional office space and acrylic panels will be installed at the public service desks. Patrons will not be allowed inside access to the Library until the project is complete.

This plan is a working document, providing a framework for Library operations and services for this phase and moving forward during the COVID19 pandemic. It will be updated as needed in response to operational considerations, directives from public health authorities and guidance from the Mass. Board of Library Commissioners.

Our target date for allowing limited inside access for patrons to browse and check-out materials is the week of Sept. 28th. This will be a "Grab and Go" service where patrons are expected to come in for quick visits to select books, audiobooks and/or movies, and then leave.

- Inside access will begin with access to the first floor, excluding the Doane Room (children's picture book room).
- A smaller collection of picture books and audiobooks will be provided on the main floor of the Library.
- Inside access will initially be two days per week, so that we can continue providing the very popular curbside service the remaining days of the week.
- Patrons will not be allowed on the Mezzanine, second floor or basement at the start of this phase.
- Staff members will retrieve materials for patrons from the children's and parenting collections in the Doane Room and the second floor Non-Fiction collection.
- Newspapers and magazines will not be available during this phase.
- The inside access days will include a mix of morning/afternoon and afternoon/early evening hours.
- Curbside pickup will not be available during inside browsing hours.
- Patrons are asked to not come in to the Library if they are not feeling well.
- Per the Governor's order, use of the elevator is limited to one person/group of household members at one time.
- Patrons are asked to stay to the right on the stairs and to refrain from lingering in the entry lobbies so they do not become congested.

- Patrons are asked to avail themselves of hand sanitizing stations located near the Circulation Desk and around the building.

MASKS/FACE COVERINGS AND SOCIAL DISTANCING

- Masks or appropriate face covering must be worn and cover the nose and mouth while inside the Library.
- Adults who cannot wear a mask or face covering for medical reasons or other exemptions provided in the Governor's order will be served through curbside pickup or the Books on Wheels homebound delivery service provided by the Friends of Brooks Free Library.
- Children older than age 7 will need to wear a mask or face covering in the Library.
- Staff members will provide a gentle reminder to patrons whose mask or face covering is not in place.
- Patrons who refuse to comply with mask/face covering, social distancing and occupancy and time limits and other requirements will be asked to leave.

STANDARDS OF CONDUCT

- As always, patron behavior must comply with our Standards of Conduct Policy.
- Patrons are expected to be polite and courteous with each other and staff members as many are feeling a great deal of anxiety when in public spaces/serving the public during these trying times.
- Questions on procedures and limitations are welcome, provided they are asked in a courteous manner.
- Rude or aggressive behavior, badgering or harassing staff members because of dissatisfaction with the limitations on services or arguing or attempting to debate whether such measures are necessary will not be tolerated.

CIRCULATION ("CHECK-OUT" and "CHECK-IN") PROCEDURES

- There will be no "self pick-up of holds." Staff members at the Circulation Desk will retrieve items on hold and check them out to the patron.
- At least one Self Check station will be available so patrons have a choice of checking out with a staff member or through Self Check
- Patrons will continue to deposit returned items in the exterior book drop before entering the building. No return bins/slots will be available at the Circulation Desk.
- All returned material and items arriving in delivery will continue to be quarantined before being checked in and made available to the next patron or returned to the shelf.

OTHER RESTRICTIONS

- All seating will be removed in the public areas.
- A wheelchair is available for those who need it. If used it will be disinfected when returned by the patron.
- No food or drink may be brought into the Library
- A public restroom for adults and another for children and families will be available on the first floor. Patrons should be aware that the Town is complying with state COVID19 requirements that restrooms be cleaned once per day. Additional cleaning and disinfection will not be available. Should conditions in the restroom render them unusable, that restroom will be closed until the next daily cleaning and disinfection.

OCCUPANCY AND TIME LIMITS

- The number of patrons allowed inside at one time will be limited to 30, which allows occupancy to remain at or under the 39 allowed by 8 per 1000 SF standard when staff members are included in that count.

(Note: The Governor's current 40% occupancy standard for libraries would allow 68 people in the first floor excluding the Doane Room, but this is deemed too high a concentration in one space for patrons to feel safe and comfortable coming in, especially as people will not be distributed evenly throughout the space.)

- With 30 patrons allowed inside at one time we do not expect a line will form outside or that a staff member will need to be stationed at the door to count people. Should this turn out to not be the case, we will revise procedures to manage access and those waiting to come in.
- Patrons will be asked to keep their visit to 30 minutes or less.
- Without seating and other activities for patrons to do we do not expect to have a problem with needing to enforce occupancy or time limits.
- A staff member will be assigned to serve as a greeter during the initial weeks, explaining the time and occupancy limits to patrons and what services are and are not available.

ACCESS TO OTHER AREAS OF THE BUILDING

- Access will be expanded to other areas of the building in later phases.

PROGRAMS

- Book groups, Knit-Lit and other programs will continue to take place remotely.
- To the extent that VITAL instruction and other technology assistance is able to take place it will be conducted remotely.

FINES AND PAYMENTS

- Fines will continue to be waived. (Note: Patrons should be aware that fines may show on their account due to the way the automated system works. Fines are automatically waived when the materials are checked in by staff members after the quarantine period.)
- Patrons paying for lost or damaged materials are asked to do so by check or with exact change.

ACCESS TO TECHNOLOGY

- One computer will be available on the first floor, by appointment.
- Chromebooks will be available for check-out and will be disinfected (through time or other disinfection method.)
- The Library's wifi service will continue to be available outside the building.
- The fax service, photocopier and scanning station will not be available.