



## WASHOE COUNTY LIBRARY SYSTEM PHASED REOPENING PLAN

### Three Major Services: Books, Internet, Space

Phase 0 <b>Preparation:</b> Access to Books	Phase I <b>March-April 2021:</b> Access to Books and Internet	Phase II <b>May 2021:</b> Access to Books, Internet, and Space	Phase III <b>June 2021:</b> Access to Books, Internet, and Space
Libraries provide hold pickup for physical items	Libraries continue to provide limited service via hold pickup	Libraries continue to expand limited hold pickup hours	Frontline library staff vaccinated
Enhance virtual services	Libraries begin to provide Chromebook checkout	Libraries continue to expand internet access	Libraries draw down staff from Health District/School District COVID Tracing
Enhance virtual collection		Libraries expand browsing options (One-hour time frame. Mask enforcement and temperature check at door.)	Open for browsing
Ensure library staff have personal protective equipment	Libraries begin to provide limited browsing options for children 0-5		Summer Reading Adventure/All programming will continue to be virtual
Ensure adequate cleaning supplies			
Ensure sanitation stations			
Remove all seating except for computers			

Approved March 17, 2021



## **Summary**

Washoe County Library System is dedicated to a safe reopening. With the relaxation of the Governor's COVID restrictions, the library is providing policy guidance for staff when dealing with the public in a COVID environment.

We currently provide physical hold pickup, internet services, virtual programs, and aid the Washoe County School District in contact tracing. All these services will need to adjust as we move forward.

Our phased reopening will allow us to slowly build up services towards reopening. Currently we provide access to books, materials, and the internet. The last phase of the plan will reopen the library to the public and give patrons access to spaces. The switch from virtual programming to in-person events is not covered in this plan. We anticipate all events to be virtual until at least Fall 2021.

Library staff are provided personal protective equipment along with sufficient cleaning materials. Staff are to wear a mask while providing public service. Except for the staff stationed at the library entry, staff are recommended to provide service behind plexiglass service stations.

Below is a description of services offered until we can open to the public.

### **Hold pickup procedures:**

#### **For Drive-Up/Walk-Up**

Patron calls number before reaching window, staff looks up account, grabs holds, holds are checked out and handed to patron. Patron is asked if they would like any Surprise Selections.

#### **For Grab-and-Go:**

Library patron approaches entry. Library staff ensures mask compliance; checks temperature, if temperature is below 100 then patron is allowed in. Patron retrieves holds from holds shelf, goes to self-check, checks out materials and leaves.



**Chromebook services will be offered during our limited services but will be transitioned to our desktop public access computers by June 2021.**

Library patrons can enter the library once they are temperature checked and masked. Chromebooks are first come, first served, and limited to 30 minutes once per day. Wi-Fi internet is continually offered outside the library. Library cards are not required for this service.

**Browsing hour & open scenario procedure:**

- Library staff stationed at front door with face mask, face shield (optional), temperature scanner, and masks for the public.
  - Temperature check patrons upon entry.
  - Ensure mask compliance.
  - Deny entry for patrons who have too high of temperature or refuse to wear mask. Offer hold pickup or virtual option.
  - Maintain count of patrons in building hourly through RFID gate count.
- Signs posted: “We encourage patrons to stay no longer than one hour to help us manage the building.”
- Staff are encouraged to stay behind plexiglass desk to provide service. Staff are encouraged to remind patrons to wear masks if they observe a patron taking off their mask.
- Library staff will not provide help with computers unless they can do so while adhering to social distancing rules or by virtual entry for the computer.
- Cannot accept cash: no book sales, no cash transactions, and no change for copier.
- Surface cleaning every two hours (consistent with County Building Facility Management.)
- Shift on open days will consist of morning shift and afternoon shift; this allows for cleaning and shift change.
- Browsing hours alternate with drive-up hours (South Valleys, Northwest Reno) until drive-up usage decreases.
- Public access computers will be used instead of Chromebooks in the open library scenario for June.
- Once open to the public, other pickup services will be phased out as patrons transition to in-library use.