

October 5, 2020

Curtiss Street Door Opening Recommendations

When: Door for the Curtiss Street entrance will reopen on Monday, October 12th

Safety measures:

- Tape and arrows on floor will designate entrance and exit pathways.
- A tensa-barrier will be placed in front of seated staff greeter to ensure social distancing
- Hand sanitizing station will be placed at the entrance
- Wipes, ADA forms, Admin business cards, disposable masks will be placed on the window ledge for staff to hand out if/as needed
- Radios will be set to the in-charge channel if help is required
- Door counter app will be synced to Forest Street door counter to ensure maximum occupancy is not reached
- Patron return bin will be in the vestibule, similar to the Forest Street door set-up

Staffing recommendations:

Since it is hard to know how often the Curtiss Street doors will be used once opened, the following recommendation is being made, but may very likely be changed or revised as patron visiting habits become clearer.

We are recommending that there be:

- One door greeter at both the Curtiss Street and Forest Street entrances
- One relay/runner at the Curtiss Street entrance
- One runner on call at the HOLDS desk for back-up

Responsibilities for each positions:

- **Door Greeter/Monitor**
 - This person is positioned at the front Curtiss Street doors, in the east side of the vestibule, or at the Forest Street doors.
 - Welcome patrons into the building
 - Review proper mask wearing requirements
 - Report any non-compliance immediately
 - Count patrons entering/exiting the building
 - Inform patrons to return materials in the book drops before proceeding into the lobby
 - Issue ADA form, contact information, or mask if needed
 - Remain alert to any issues outside the building where possible
- **Relay/Runner & on-call staff member:**
 - This person is positioned at the front Curtiss Street doors, in the west side of the vestibule
 - They approach cars as they pull into the curbside spot(s) and gather the patron information
 - They locate and checkout the hold(s) for the patron

- They place the items in the patrons trunk and notify the patron they are all clear to leave
- If more than one car needs assistance they radio the staff member at the Circulation HOLDS desk for assistance who then does the same duties as above
- The on-call staff member at the HOLDS desk will ring the bell three times if coverage is needed for the holds desk when assisting at curbside.
- **Closing the library**
 - The relay/runner person is responsible for making sure all of the signs are brought inside at closing and the cones are placed in the curbside spots
 - The door greeters are responsible for manning the doors until given the all clear by monitor/in-charge person and then locking the doors.