

## Procedures for Monitoring the Doors

Patrons may enter through the Curtiss street or Forest street doors.

Patrons may exit through the Curtiss street doors or the North entrance doors.

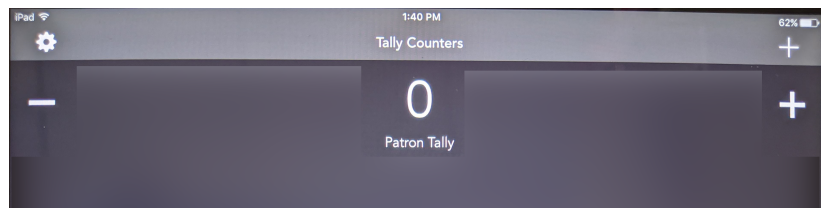
### Opening Procedures

- Greeters should be at the doors at least 5 minutes before doors open.
- **North Doors:** The door greeter should be placing the signs out at least 10 to 15 minutes before opening. One sign is kept in the staff hallway and the other at the top of the north stairs. **Curtiss Doors:** Assist the staff member with putting out the signs at least 10 to 15 minutes before opening to make sure neither staff member gets locked out of the building.
- You may choose to wear gloves while staffing the door. In addition to your mask, you may choose to wear a face shield.
- Check that the social distancing lines on the sidewalk are still there to mark wait queues. Retape the lines if necessary.
- Before opening, make sure you have the walkie to call in charge (marked Door Greeter at Curtiss St), pen and paper, and accommodations handouts. Make sure your iPad is awake and set to 0. **Curtiss Street:** Make sure you also have a curbside walkie, in case you need to call the curbside person about a car.
- Open the doors at the appropriate time. Unlock the deadbolt. Set the button (second from the left) to “auto.” If the weather is nice and you so wish, you can set the button to “open” to hold the doors in a permanent open position. If you choose to do this, the door must be held completely open, not just partially.

### During the Shift

#### **Both Doors:**

- Using the iPad, count each person as they come in up to **80 people**. The iPads at both doors will count simultaneously. The number you see will change in response to activity at the other door within a few seconds.
- Greet patrons as they enter the library. Point out where patrons should return their items. Remind patrons about our mask policy if patrons are not wearing masks or are wearing their masks inappropriately (see samples below).
- Remind patrons of other policies as necessary, including that children under 8 must remain with their adult, that there is a 2 hour time limit on visits, and the current state of seating in the library.
- Staff should remain behind the table while directing patrons, but staff may need to come out and go around at times to stop people from entering the library.
- Extra gloves, masks, and disinfecting materials will all be accessible in the meeting room or cafe area. There will be a hand sanitizer station for patrons to use as they come in and leave.



#### **Curtiss Street Doors:**

- If the Curbside person is not in the vestibule with you, use the Curbside walkie to let them know that a car has pulled up into a curbside spot (or if a person has walked up to the walk-up station).

If you are engaged with a patron who has walked in, you may have to wait until you can make that call.

- If someone pulls up or walks up and the Curbside person is busy and seems like they will take a while before being able to help the new arrivals, feel free to radio to Circ for Curbside assistance using the Curbside walkie.

### **Reaching Maximum Capacity**

Once the max is reached, inform anyone trying to come in that they will need to line up at the lines along the ramp and they will be allowed in once people exit.

When the max is reached, contact the in-charge person using the walkie so that they can make the following announcement:

"Good afternoon, DGPL. We're so pleased you chose to join us today. In fact, we are now at capacity. So, if you are ready to check out, please head to a self check or the check out desk, so other guests may enter the library. Thank you!"

If there are patrons waiting, count people as they leave the building and allow that same number to come in.. DO NOT ADJUST THE iPad if you have people waiting, as that may accidentally trigger the other door person to let people in on their side. If no one is waiting, adjust the number down as appropriate.

Keep an eye on the iPad numbers. It is possible that the other door may not have a queue and you will be able to let your queue in as others leave through the opposite door.

Do not worry about trying to take people out of order. If only one person leaves and a larger group is waiting to come in, you just have to wait until the appropriate number of people leave before letting in the next group.

**Curtiss Street:** There will only be a few spots to queue at the Curtiss Street entrance, so as to not block the book drop. There will be extra 6-foot stickers that you can place out under the canopy if your queue becomes longer.

### **If someone tries to enter without a mask:**

Inform them they cannot due to current library safety procedures. Offer to give them a paper mask. If they say they cannot wear a mask, tell them we cannot allow them in right then, but they can go on our website and fill out the accommodations form or call us and we will try to arrange an accommodation for their needs. Hand them the information sheet about accommodations.

Sample talking point:

*"Library policy requires all persons over age 2 to wear a mask at all times while in the building. If you are unable to wear a mask, you may use curbside pickup or request an accommodation. Please go to our website, listed here, or call this number and library staff will contact you about your needs and what services are available."*

If a patron becomes insistent or angry, enters the library anyway, or for any other situation that warrants it, you will have a walkie to be able to call the person in charge.

**North Doors- If someone needs to leave through the accessible exit:**

If there is a line and someone needs to exit through the accessible ramp, instruct everyone in line to move to the side to let them pass. Stop people from entering until they are able to leave.

**Curtiss Doors-** When staffing the Curtiss St doors, patrons may be confused and assume door staff are working curbside. Here are some talking points and instructions for addressing patron concerns:

**1. If a patron wants you to get their holds for them.**

I apologize for the wait. Curbside staff will be with you in a moment. Due to opening the Curtiss Street doors, I am stationed here to monitor patron traffic in and out of the library and answering their questions. Keeping count of the number of people in the library is especially important right now while Region restrictions are in force.

**2. If the patron is insistent that they need help asap and the curbside staff are busy.**

If it seems like the curbside staff member is wrapping up, let the patron know they will be helped shortly. If it seems the curbside staff member may take some time to finish what they are doing, it is fine to radio to Circ staff for additional help using the curbside walkie (not the in charge walkie).

**Shift Change**

Please do not leave your door shift until your replacement has arrived. Disinfect your walkie, iPad, etc. before leaving. Please make sure that your replacements understand where the capacity limit is currently at, so they can continue to track regularly.

**Disinfecting the Ipad:**

- First, note the number of patrons in the library, just in case
- Press the power button to turn off the display
- Wipe the Ipad with a alcohol wipe
- Press the power button again to turn on the display. Put in the passcode 1050
- The screen should return to the tally counter, with a number close to what you had noted (someone could have come in the other door while you were cleaning)

**Note:** Due to staffing shortages and cleaning responsibilities, it is possible that your replacement will be late. If no one has arrived to relieve you or to give you an update after 10 minutes, you may use the walkie to radio “Hi, this is \*name\* at the North/Curtiss doors can I get an update on who is supposed to be relieving me? Thanks”

**Closing Procedures**

- At 6:30pm/4:30pm (weekends starting Oct 17th) start reminding patrons that the library will close at 7:00pm/5:00pm (weekends starting Oct 17th).
- At 6:45pm/4:45pm (weekend), place the cone with the ‘Queue Ends Here’ sign out behind the last person in the queue. Remind those in the queue that we close at 7:00pm/5:00pm, so it is possible that the whole queue may not be able to enter the building before we close. If there is no queue, you can keep letting patrons in as long as we are under capacity, until closing time.
- **Curtiss Street:** If there is no monitor, at approximately 6:55pm/4:55pm, the curbside person will take over so that you can help the North door person pull in the signs. The curbside person will continue to count down patrons and will be responsible for locking the curtiss street doors.
- At promptly 7:00pm/5:00pm switch the door to the ‘close’ position. Wait until you hear the ‘all clear’ announcements from each department. After the ‘All Clear,’ lock the door and pull the door slightly away from the lock to see that the lock has engaged.

- Disinfect your walkie and ipad. Please remember to plug the walkie into the charger!
- Return to your department to complete closing.

**In charge staff:**

- If you are scheduled for an in charge shift and to be on one of the doors at the same time, first alert your manager as soon as you notice because this shouldn't happen if at all avoidable. With enough notice, Allyson and Lizzie can usually rearrange the schedule so this doesn't happen.
- If for some reason this comes up and there is no time for your manager to fix it, see if someone else can take your door shift or if someone can take over as in charge for you during that hour.
- If you have to act as the in charge person and staff one of the doors at the same time and an in charge issue comes up, radio asking for someone else on staff to come cover the doors. Ask the monitor, if available, to head to the in charge issue and meet them there once you are relieved at the door.