

## **Procedures for Monitoring the Doors**

All patrons will enter through the side north entrance door, the automatic door off of the ramp.

All patrons, except those who need to use an accessible door will exit through the north parking lot doors.

### **Opening Procedures**

- Greeters should be at the door at least 5 minutes before doors open.
- 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.
- Get the walkie, door counter, pen and paper, and accommodations handouts from the meeting room and disinfect.
- Open the doors at the appropriate time. Unlock the deadbolt. Set the button (second from the left) to “open” so that the door is held in the open position at all times, this will be easiest for monitoring. During bad weather, you can set the door to ‘auto,’ if necessary.

### **During the Shift**

Count each person as they come in up to **80 people**. 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.

After the max is reached, count people as they leave the building and allow that same number to come in if there are people waiting. There will be an ipad with a counting app set up to easily track the number of people entering and exiting the building. There will be a counter and a pad of paper as back up in the meeting room on the PPE table. 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.

Direct those leaving to use the north doors. Keep an eye on the north doors and watch for people who try to come in those doors when others leave.

Staff should stand behind the stanchion while directing patrons, but staff may need to come out and go around the stanchion at times to stop people from entering the library. There will be chairs behind the stanchion and staff may sit during non-busy times.

Extra gloves and disinfecting materials will all be accessible in the meeting room. There will be a hand sanitizer station for patrons to use as they come in and leave.

**As people enter the building, point out our current guidelines for visiting the library:**

- Everyone (over age 2) must wear a mask in the library at all times
- People must maintain social distance from anyone not there with them
- Please keep their visit to an hour for the day
- Children 12 and under must stay with their adults.
- Encourage patrons to sanitize their hands as they come in

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

Inform them they cannot due to current library safety procedures. 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.

**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.

**Shift Change**

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

**Closing Procedures**

- At 6:30pm/3:30pm (weekends) start reminding patrons that the library will close at 7:00pm/4:00pm (weekends).
- At 6:45pm/3:45pm (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/4:00pm, 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.
- At promptly 7:00pm/4:00 switch the door to the ‘close’ position. Wait until you hear the ‘all clear’ announcements from each department, as you may have people who need to leave out the accessible door. 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 and place all items back into the meeting room for storage. Please remember to plug the walkie into the charger!
- Return to your department to complete closing.