



Julie Milavec &lt;jmilavec@dglibrary.org&gt;

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## Another step forward

2 messages

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**Julie Milavec** <jmilavec@dglibrary.org>

Wed, Oct 7, 2020 at 4:25 PM

To: All Staff &lt;staff@dglibrary.org&gt;

Bcc: libraryboard@dglibrary.org

Hi all,

I want to begin by telling you how proud I am of you, our DGPL staff, for your flexibility and teamwork. I am amazed every day by the customer service you give to both patrons and your fellow staff. You're working together, sometimes across shifts and departments, to ensure that DGPL's customer service promise is fulfilled in every transaction and interaction. At a time when so much is uncertain and people are anxious and fearful, you're showing up with patience, kindness, and a welcoming twinkle in your eyes that reflects the smile under your mask. I appreciate your service and the small piece of normalcy we're able to give our patrons with a visit to the library.

Next, I am pleased to announce that we are taking another step forward in [DGPL's COVID-19 Response and Phased Reopening Plan](#), Phase 4, Restoring Services and Hours, by reopening the Curtiss Street entrance and extending weekend hours.

On Monday, October 12, we'll reopen the Curtiss Street entrance to the public. You may have noticed that the tables moved from the hallway into the cafe earlier this week, in anticipation of this change. After the library closes on Sunday, 10/11, Service Desk #2 (Holds Desk) will be relocated and an iPad for capacity counting placed in the Curtiss Street vestibule. Two staff members will be posted in the Curtiss Street vestibule: a [door greeter/monitor](#) and the curbside relay/runner. You can read more about the plan for the reopening of that entrance [here](#). This reopening will happen without a public announcement to allow us to adjust procedures etc if necessary.

Beginning Saturday, October 17, our hours of service to the public on weekends will be extended to 10:00 a.m. to 5:00 p.m. on Saturdays and 1:00 p.m. to 5:00 p.m. on Sundays. This is in response to the trend of higher attendance on weekends, especially since school resumed. The extended hours will be announced publicly.

Your flexibility and teamwork allow DGPL to move forward toward our new normal, one incremental step at a time.

And on another subject, but timely:

Thank you to all who participated in our Diversity, Equity, and Inclusion Trajectory Discovery project's staff affinity group listening sessions. Consultant Reesheda Graham Washington's report is expected later this month and will be shared with you all.

Thank you again for all you do for your fellow staff and our patrons.

Stay safe, stay healthy, and be well,

**Julie M. Milavec** | Library Director

Pronouns: she, her, hers

Downers Grove Public Library

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[www.dglibrary.org](http://www.dglibrary.org)

Bcc: Board of Library Trustees

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**Service Circulation Desk** <servicecircdesk@dglibrary.org>

Thu, Oct 8, 2020 at 1:40 PM

To: Julie Milavec &lt;jmilavec@dglibrary.org&gt;

Thank you, Julie, for all that you do!

11/9/21, 11:07 AM

Downers Grove Public Library Mail - Another step forward

**J.R.**

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