



Julie Milavec <jmilavec@dglibrary.org>

Changes to curbside service!

25 messages

Christine Lees <clees@dglibrary.org>
To: All Staff <staff@dglibrary.org>

Wed, May 27, 2020 at 2:19 PM

Hi All,

Today after our department heads meeting we decided on a few changes to improve our curbside service!

Here are the changes that will take place immediately:

We are eliminating the use of the texting curbside communicator. The lag time was too long and the service was spotty at times. Because we were overwhelmed with phone calls we needed to figure out a way to stop the phone call insanity! We have decided to have a person, called the **Outside Relay** person, who will work their one hour shift gathering patron names as the pull up into the curbside spots. This outside relay person will remain behind the blue chalk line that is properly spaced for patron/staff social distancing protection. This outside relay person can add a face mask to their existing PPE is so desired. The outside relay person will gather the patron name and radio the runner for that spot, we are increasing the number of runners to 3 so each spot will have a runner. The runner will collect the bag and place it in the car as normal. The big change is the elimination of texting and phone calls as the process was taking too long.

Here are the new job stations for people to sign up for:

Runner#1

Runner#2

Runner #3

Outside Relay

Pick/Process 1

Pick/Process 2

Pick/Process 3

Bag Pick-up from stations

Phone back-up/ pick processing

As always your safety and the safety of our patrons is paramount. While everyone is expected to take a shift running, if you are not comfortable being the Outside Relay person you do not need to sign up for that spot. We are hopeful that there will be enough people who are willing to fill this role so that others who are not comfortable with this role yet may remain as runners.

The second change will begin on Monday, June 1st. We will be expanding our curbside hours by adding one hour in the morning and afternoon to serve more patrons. The new hours will be:

Monday-Friday

Curbside Hours 9:00-1:00 (staff will work 8:00-1:00 for the morning shift)

And

3:00- 7:00 pm (staff will work 2:00-7:00)

Please reach out to your manager if you have any questions. We all appreciate your adaptability as we continue to figure out the best way forward for serving our patrons!

Christine

--

Christine Lees
Manager, Circulation Services
Downers Grove Public Library
(630) 960-1200 ext. 4264

Karen Neal <kneal@dglibrary.org>
To: Christine Lees <clees@dglibrary.org>
Cc: All Staff <staff@dglibrary.org>

Wed, May 27, 2020 at 2:31 PM

Thank you for your quick notification. See you soon in the library!

The Downers Grove Public Library is closed due to covid-19. I will continue to answer emails in a timely manner.

Karen Neal
Adult and Teen Services Librarian
Downers Grove Public Library
kneal@dglibrary.org

What I'm reading: *Rough Magic: Riding the World's Loneliest Horse Race* by Lara Prior Palmer
What I'm listening to: *The Stars are Fire* by Anita Shreve

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Christine Lees <clees@dglibrary.org>
To: All Staff <staff@dglibrary.org>

Wed, May 27, 2020 at 3:42 PM

Hi All,
I just wanted to share Joy's email (she gave me permission to share) from the first shift that did curbside with our new changes. Sounds like a very promising start!!
Thanks for sharing this information with us, Joy!
Christine

Cheryl came out to the vestibule during my 12-1 shift and told us about the changes here, so I was the first "Outside Relay" person today. It went pretty well! We had pretty quick turnaround with patrons this way. If we could make sure the Outside Relay person could make it clear on the walkie if they're referring to "Runner 1", "Runner 2" or "3", that might make it easier to communicate quickly. Otherwise--it makes a TON of sense to not use the text service at this time. Overall patrons were very pleased with the quick service this morning!

On Wed, May 27, 2020 at 2:19 PM Christine Lees <clees@dglibrary.org> wrote:

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Julie Milavec <jmilavec@dglibrary.org>
To: Christine Lees <clees@dglibrary.org>
Cc: All Staff <staff@dglibrary.org>

Wed, May 27, 2020 at 4:02 PM

Clarification:

This outside relay person can add a face mask to their existing PPE is so desired

should have read:

This outside relay person can add a face shield to their existing PPE is so desired

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Christine Lees <clees@dglibrary.org>
To: Julie Milavec <jmilavec@dglibrary.org>
Cc: All Staff <staff@dglibrary.org>

Wed, May 27, 2020 at 4:06 PM

Thank you Julie. All, I apologize for my error in word choice!

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Fred LeBaron <flebaron@dglibrary.org>
To: Christine Lees <clees@dglibrary.org>
Cc: Julie Milavec <jmilavec@dglibrary.org>, All Staff <staff@dglibrary.org>

Wed, May 27, 2020 at 4:37 PM

This is great news, and will be a big improvement, thanks!
Fred LeBaron
Adult & Teen Services Librarian
Downers Grove Public Library
flebaron@dglibrary.org

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Sandra Feuillan <sfeuillan@dglibrary.org>
To: Fred LeBaron <flebaron@dglibrary.org>
Cc: Christine Lees <clees@dglibrary.org>, Julie Milavec <jmilavec@dglibrary.org>, All Staff <staff@dglibrary.org>

Wed, May 27, 2020 at 8:15 PM

Hi All,
I worked the 3-7 shift today. I have to say that the new procedure worked like a charm. It was a big improvement to the communicator. The patron got served quickly. It was also more efficient. I was very happy with the change, and more importantly, so were the patrons.

Sandy ☺

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Christine Lees <clees@dglibrary.org>
To: Sandra Feuillan <sfeuillan@dglibrary.org>
Cc: All Staff <staff@dglibrary.org>, Fred LeBaron <flebaron@dglibrary.org>, Julie Milavec <jmilavec@dglibrary.org>

Wed, May 27, 2020 at 8:22 PM

That's great to hear, thanks for the update, Sandy!

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Kathryn Moran <kmoran@dglibrary.org>
To: Sandra Feuillan <sfeuillan@dglibrary.org>
Cc: Fred LeBaron <flebaron@dglibrary.org>, Christine Lees <clees@dglibrary.org>, Julie Milavec <jmilavec@dglibrary.org>, All Staff <staff@dglibrary.org>

Wed, May 27, 2020 at 9:20 PM

Sandy,

That is great. Makes for a happy shift.



Kathy

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Julie Milavec <jmilavec@dglibrary.org>
To: Kathryn Moran <kmoran@dglibrary.org>
Cc: Sandra Feuillan <sfeuillan@dglibrary.org>, Fred LeBaron <flebaron@dglibrary.org>, Christine Lees <clees@dglibrary.org>, All Staff <staff@dglibrary.org>

Thu, May 28, 2020 at 9:05 AM

Glad to hear it! Fantastic work, team, problem solving and fine tuning the process!!!

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Kathryn Hoos <khoos@dglibrary.org>

Thu, May 28, 2020 at 9:39 AM

To: Julie Milavec <jmilavec@dglibrary.org>

Cc: Kathryn Moran <kmoran@dglibrary.org>, Sandra Feuillan <sfeuillan@dglibrary.org>, Fred LeBaron <flebaron@dglibrary.org>, Christine Lees <clees@dglibrary.org>, All Staff <staff@dglibrary.org>

I can't wait to see it in action this afternoon.

Kitty

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--

Kitty Hoos
Circulation Services
Supervisor
Downers Grove Public Library
630-960-1200 x4267

Cheryl Pawlak <cpawlak@dglibrary.org>

Thu, May 28, 2020 at 10:50 AM

To: Julie Milavec <jmilavec@dglibrary.org>, Jen Ryjewski <jryjewski@dglibrary.org>

Hi Julie and Jen

I know you heard some of my concerns about this updated plan at the Manager's meeting but I a few follow up concerns. I was surprised by the proposed change in curbside pickup and needed a day to collect my thoughts. I think you would agree that I can take-charge and lead, even with a new project like curbside pickup. Before this change in procedure, I have reassured everyone that the library was putting health and safety first and limiting contact with patrons. I'm not comfortable saying that now.

When this pandemic began, it was determined that decisions were to be made based on public health instead of customer service which usually drives our decisions. I think this updated curbside plan is flipping these steps and placing customer service above public health. Curbside pickup has been slower than our usual service but we recognized that speed did not matter as much as health and safety. As we loosen contact restrictions we increase the risk of infection.

Even as Illinois enters Phase 3 of reopening, face masks and social distancing are still expected to be the norm. Though the library is requiring face masks for all staff members, I have worked curbside pickup enough to see many people who are not wearing face masks walking in the downtown area. These same people are not practicing social distancing and are passing or stopping to talk to us as we deliver holds to walkup patrons and cars. We struggle with social distancing in the library as well. We congregate by the PPE table in the Curtiss St entrance, the mask table in the lobby, and runners who are looking for patrons holds are dodging staff members who are filing bags. I remind my co-workers and myself to step back and make room.

There is no doubt in my mind that Unique Communicator is not working. I think finding a way to increase our phone banks would have been the next step instead of an outside runner. Downtown DG is preparing to reopen which suggests there will be an increase in foot traffic. In my opinion, it would have been better to see how reopening played out before we added another outside element of our own.

I don't have all the answers and don't know where we're headed. I'm really not comfortable sharing an opinion that is opposite of what others think so I appreciate that you are receptive to comments and feedback which makes it possible for me to send this email. I will continue to support and lead our library as we find our way through these challenging times.

Thank you for giving me the opportunity to share my thoughts with you. And thank you for everything that you are doing to keep our library running.

Cheryl Pawlak
Circulation Services
Assistant Manager
Downers Grove Public Library
630-960-1200 x4265

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Cheryl Pawlak <cpawlak@dglibrary.org>
To: Christine Lees <clees@dglibrary.org>
Cc: All Staff <staff@dglibrary.org>

Thu, May 28, 2020 at 12:02 PM

Will you be contacting SWAN and/or Unique to let them know the problems we've had with their product and that we're no longer using it?

Cheryl Pawlak
Circulation Services
Assistant Manager
Downers Grove Public Library
630-960-1200 x4265

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Julie Milavec <jmilavec@dglibrary.org>
To: Cheryl Pawlak <cpawlak@dglibrary.org>
Cc: Christine Lees <clees@dglibrary.org>, All Staff <staff@dglibrary.org>

Thu, May 28, 2020 at 12:15 PM

We have not informed them yet. Waiting to see how the new process works and if we are keeping it.

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Emily Kiang <ekiang@dglibrary.org>
To: Christine Lees <clees@dglibrary.org>
Cc: All Staff <staff@dglibrary.org>

Thu, May 28, 2020 at 1:20 PM

Christine and Management,

Thank you for your hard work with engineering our procedures. Not easy! I think patrons will like the immediate satisfaction of talking to a human (the relayer). When they are happier, it makes our jobs easier and more fun.

Emily

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Julie Milavec <jmilavec@dglibrary.org>
To: Cheryl Pawlak <cpawlak@dglibrary.org>
Cc: Jen Ryjewski <jryjewski@dglibrary.org>
Bcc: Christine Lees <clees@dglibrary.org>

Thu, May 28, 2020 at 3:45 PM

Hi Cheryl,

I am frankly surprised to get this feedback from you. When you left the meeting yesterday, it seemed like you were eager to try the new process. Our feedback from yesterday afternoon and last evening has been so positive. I understand your concern and discussion at the Managers and Supervisors did bring up these points and talk through them. The changes do meet all of the guidelines from CDC, IDPH, and DCDH. We're doing the best we can.

No matter what we do, we will have to contend with foot traffic on Curtiss for Curbside Pickup. We will never be able to police everyone around the library for wearing a mask. Using a face shield as Outside Relay person provides an added

layer of protection. Is there an additional step we can take to "shield" our Outside Relay person from foot traffic on the sidewalk? Cones or caution tape or something?

We will continue to review the Curbside Pickup procedure and will reassess as we see how it goes.

Julie M. Milavec | Library Director

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Christine Lees <clees@dglibrary.org>

Thu, May 28, 2020 at 3:55 PM

To: Jen Ryjewski <jryjewski@dglibrary.org>, Julie Milavec <jmilavec@dglibrary.org>

Yikes! I had no idea she felt this strongly. I did get a VERY similar email from Andrew last night, I will forward you my response. I am sad that Cheryl is upset but I truly feel that when we decided to move forward with curbside we knew that there would need to be some business/functionality decisions that we would need to make while still filtering everything through the lens of public health and safety.

Ugh.

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Christine Lees <clees@dglibrary.org>

Thu, May 28, 2020 at 4:07 PM

To: Jen Ryjewski <jryjewski@dglibrary.org>, Julie Milavec <jmilavec@dglibrary.org>

Here is Andrew's email from last night and my response.

----- Forwarded message -----

From: Christine Lees <clees@dglibrary.org>

Date: Wed, May 27, 2020 at 5:47 PM

Subject: Re: Changes to curbside service!

To: Andrew Pawlak <apawlak@dglibrary.org>

CC: Lauren Gonzalez <lgonzalez@dglibrary.org>, Paul Regis <pregis@dglibrary.org>

Hi Andrew,

Thanks for your email. I understand your concerns and want to assure you that we are trying our best to make sure staff and patrons are as safe as possible while delivering service via curbside. As a library we are following all of the recommendation from the CDC and other authorities on PPE and safe workspaces. We believe that this change continues along the same lines of the safety measures we have put in place for curbside deliveries. As far as people walking outside the library, that is just something that we can simply not control and were not able to control since we started curbside service. As recommended before, the outside relay person should come inside the building if they believe someone is getting too close or breaking our social distancing guidelines.

I've cc'd Paul and Lauren on this email in case you need to talk about accommodations as that is something I cannot address with you.

Thanks for reaching out,

Christine

On Wed, May 27, 2020 at 3:52 PM Andrew Pawlak <apawlak@dglibrary.org> wrote:

Hi Christine,

I have several questions about this new procedure. How are we ensuring the safety of the outside relay? Patrons are already walking right up the door as is, it seems very easy for a patron to get between the outside relay and the door. Cloth masks do not provide any protection in that scenario, and the outside relay would have no place to escape to. I'm also wondering why the runners can't run a phone bank inside the cafe. We could have three people who are solely answering calls and bringing materials out as soon as they hang up. Heck, make it four people. This would streamline the number of people between the notification and the drop off, lessening the chance of someone going to the wrong

car or grabbing the wrong bag. I understand that I can opt out of being the outside relay, but an outbreak in our staff only needs one person to start it. CDC guidelines stress the importance of avoiding gatherings (I feel the need to point out many patrons do not wear masks despite the governor's orders) and the DGPL stance has been safety over service; I'm struggling to see how all of this is being taken into account with the new procedure and I would greatly appreciate some elaboration.

~Andrew

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Regina Hartnett <rhartnett@dglibrary.org>

Thu, May 28, 2020 at 6:30 PM

To: Kathryn Hoos <khoos@dglibrary.org>

Cc: Julie Milavec <jmilavec@dglibrary.org>, Kathryn Moran <kmoran@dglibrary.org>, Sandra Feuillan <sfeuillan@dglibrary.org>, Fred LeBaron <flebaron@dglibrary.org>, Christine Lees <clees@dglibrary.org>, All Staff <staff@dglibrary.org>

I love the new way we are working. Less stressful. 😊

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Jen Ryjewski <jryjewski@dglibrary.org>

Fri, May 29, 2020 at 7:48 AM

To: Christine Lees <clees@dglibrary.org>

Cc: Julie Milavec <jmilavec@dglibrary.org>

Good morning.

For both Cheryl and Andrew:

We are following the guidelines set forth by the IDPH and CDC to ensure staff and public safety. We are doing what the experts are telling us is safe to do. To contradict Cheryl's point: we are not putting anyone at risk. We are following strict state and federal guidelines, padded by yet additional safety measures that go above and beyond recommendations: longer quarantine times, use of masks and face shields, delay in reopening to the public, etc.

For Andrew:

We have already decided that the relay person ought to be comfortable with that position--we are not making all employees rotate into the relay position, so I am not sure I understand. The relay person also has access to a face shield, in addition to a mask.

Jen

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--

Jen Ryjewski

Assistant Director

630-960-1200 x4299



1050 Curtiss Street, Downers Grove, IL 60515

Julie Milavec <jmilavec@dglibrary.org>

Fri, May 29, 2020 at 8:51 AM

To: Jen Ryjewski <jryjewski@dglibrary.org>

Cc: Christine Lees <clees@dglibrary.org>

How about "use your words" if someone gets between the relay person and the library??? This is not an armed assailant or a zombie. It's a person, who you can ask to step aside so you can maintain social distancing while doing curbside service for the library.

Julie M. Milavec | Library Director

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Christine Lees <clees@dglibrary.org>
To: Julie Milavec <jmilavec@dglibrary.org>
Cc: Jen Ryjewski <jryjewski@dglibrary.org>

Fri, May 29, 2020 at 8:54 AM

I already responded to Andrew so please don't respond again as I hope I addressed his concerns.

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Julie Milavec <jmilavec@dglibrary.org>
To: Christine Lees <clees@dglibrary.org>
Cc: Jen Ryjewski <jryjewski@dglibrary.org>

Fri, May 29, 2020 at 9:04 AM

Thanks, Christine. I saw that. Just venting. Also, making up a script for the Outside Relay person JIC the situation arises 😊

Julie M. Milavec | Library Director

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Jen Ryjewski <jryjewski@dglibrary.org>
To: Julie Milavec <jmilavec@dglibrary.org>
Cc: Christine Lees <clees@dglibrary.org>

Fri, May 29, 2020 at 9:17 AM

Likewise, Christine. I was just making a case. :)

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Christine Lees <clees@dglibrary.org>
To: Jen Ryjewski <jryjewski@dglibrary.org>
Cc: Julie Milavec <jmilavec@dglibrary.org>

Fri, May 29, 2020 at 9:54 AM

Great, thanks!!

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