



Julie Milavec <jmilavec@dglibrary.org>

Curbside Pickup page updated

4 messages

Julie Milavec <jmilavec@dglibrary.org>
 To: All Staff <staff@dglibrary.org>

Wed, Dec 16, 2020 at 4:57 PM

Hi all,

I know our recent incidents with a patron known to many staff to be COVID positive have brought up some questions about our procedures for Curbside Pickup. The following has been added to the [Curbside Pickup](#) web page:

*****If you have tested positive for COVID-19, please use the contactless car pickup option to receive your materials. If you are unable to do a Curbside Pickup by car, a friend or family member may pick up your materials. Contact (630) 960-1200 ext. 4274 or email AskUs@dglibrary.org if you have questions.***

The patron who shared her COVID-19 status in the incident that precipitated this change did so to multiple staff members in person, by phone, and via text. In at least one case, it was stated loudly while on the public sidewalk within the hearing of additional staff members. Illinois public libraries are required to protect the confidentiality of patron's **library use** information, not to comply with HIPAA. While we do our best to safeguard all patron information, we do so while also safeguarding the health of the community and staff. Any patron known by staff to be COVID-19 positive may be directed to the Curbside Pickup web page for information on how to safely receive their items. Building Operations Director Ian Knorr has also reconfigured the stanchion locations at Curbside to improve patron social distancing at the walk up service point.

Just as when the building is open to the public, some staff will not feel comfortable serving certain patrons, or vice versa. Ask a coworker if they are comfortable helping that person and switch places for that transaction. Also, as Assistant Director Jen Ryjewski stated in her November 30 email to all staff:

Additional tips for Staff:

- *If you want extra protection, wear a safety shield in addition to your mask.*
- *If patrons cannot wear a mask, we are offering an accommodation:*
 - ***Windows must be closed at all times during a Curbside Pickup without a mask. Please write your last name and the last 4-digits of your library card on a piece of paper and hold it up to the window when you arrive***
- *If patrons do not want to wear a mask and will not maintain 6 feet of social distance, tell the patron:*
 - *"Please back up."*
 - *"Please. We need to maintain 6 feet of social distance between us if I am to serve you today."*
 - *"Please. You need to stand on the marked spot if I am to serve you today."*
- *You are in the right **not to serve** patrons who will neither wear a mask nor maintain 6 feet of social distance.*
- *If patrons cannot or will not unlock their trunk for you:*
 - *Place materials on the curb for them to retrieve*

The reality is that we can't know if any patron using our services is COVID positive or not at the time of service. That is why the building is currently closed to the public and Curbside Pickup is in effect, to protect the health and safety of our staff and community to the best of our ability while providing service.

Stay safe, stay healthy, and be well,

Julie M. Milavec | Library Director
 Pronouns: she, her, hers
 Downers Grove Public Library
 1050 Curtiss Street
 Downers Grove, IL 60515
 (630) 960-1200 ext. 4300
www.dglibrary.org



Regina Hartnett <rhartnett@dglibrary.org>
To: Julie Milavec <jmilavec@dglibrary.org>
Cc: All Staff <staff@dglibrary.org>

Wed, Dec 16, 2020 at 5:16 PM

Every little bit helps right. 😊

[Quoted text hidden]

Karen Neal <kneal@dglibrary.org>
To: Regina Hartnett <rhartnett@dglibrary.org>
Cc: Julie Milavec <jmilavec@dglibrary.org>, All Staff <staff@dglibrary.org>

Wed, Dec 16, 2020 at 5:20 PM

Thank you, Julie, with the curbside update 😊

Karen Neal
Adult and Teen Services Librarian
Downers Grove Public Library
kneal@dglibrary.org
What I'm reading: **Welcome to the United States of America** by Jen Lancaster
What I'm listening to: **The Glass Hotel** by Emily St John

[Quoted text hidden]

Jen Ryjewski <jryjewski@dglibrary.org>
To: All Staff <staff@dglibrary.org>

Mon, Dec 21, 2020 at 9:30 AM

Good morning, Everyone!!

I am forwarding Julie's email to remind everyone of our current Curbside practice. Please keep these things at the forefront of your mind as you serve our patrons.

Thank you all for your continued diligence, dedication, and desire to comply with best practices at all times (alliteration not intended); we deeply appreciate it!

Thank you!!

Jen
[Quoted text hidden]

--
Jen Ryjewski
Assistant Director
630-960-1200 x4299

 **DOWNERS GROVE
PUBLIC LIBRARY**
1050 Curtiss Street, Downers Grove, IL 60515