



Julie Milavec <jmilavec@dglibrary.org>

Curbside is coming!

11 messages

Julie Milavec <jmilavec@dglibrary.org>

Thu, May 14, 2020 at 11:27 AM

To: All Staff <staff@dglibrary.org>

Bcc: libraryboard@dglibrary.org

Dear staff,

As the Phased Reopening Plan has been implemented, I would like to share with you our progress to date and what to expect in the coming weeks.

Last Monday, May 4, we opened the book drops. Materials trickled in at a steady rate and upon return were placed in the Meeting Room for a 7 day quarantine. Facilities staff emptied the book drops and placed items in quarantine.

This Monday, May 11, we opened the building to staff in Circulation and Access Services, to process materials coming out of quarantine, handle the pre-quarantine mounds of materials that needed to be reshelved from mid-March, process the backlog of mail, and resume deliveries. A limited number of ATS and Kids Room and IT staff worked in-library on virtual programming. Facilities staff have added cleaning duties with more staff in the building as well as continuing to empty the book drops outside of hours that other staff are working.

Next Monday, May 18, we will begin implementing Phase 2, Curbside Pickup, of our Phased Reopening Plan. Curbside Pickup for patrons will begin Wednesday, May 20 for DGPL cardholders only. Please refer to the latest draft of the Phased Reopening Plan, attached to this email, which incorporates the Restore Illinois Plan in relation to our own. During this phase, staff will start contacting all the patrons with items currently on hold, letting them know that those are ready for pick up beginning Wednesday. Managers will be in contact with staff to schedule in-house shifts.

Curbside Pickup hours will be divided into two shifts Monday-Friday, 10 am-1 pm and 4 pm-7pm. Teams of staff members will work 4 hour shifts: 9:00 am-1:00 pm and 3:00 pm-7:00 pm. Staff shifts will begin one hour before Curbside Pickup starts in order to allow for preparation, training, etc. Staff working these shifts will rotate among job duties such as: running pick lists, pulling items from shelves, trapping holds, running items out to patron cars, reshelving returns, and processing returns from quarantine. Please remember that this plan could be subject to change as a result of workflow improvements, changes in best practices, or newly published information from the reliable sources we are following: RAILS, CDC, IDPH, DCDH, etc.

As we enter Phase 2 of the Phased Reopening Plan, all public service facing staff will be expected to work a minimum of one in-library shift per week to assist with Curbside Pickup. This requirement may change, pending development of the schedule, actual experience with demand, and staffing needs once we begin this service. Contact your manager immediately to discuss your options if you are seeking accommodation in lieu of working in-library shifts.

Staff who want to request an accommodation in lieu of their in-library shifts should refer to the Expanded Family Medical Leave (EFMLA) and Employer Paid Sick Leave (EPSL) Policy and Staff Policies and Procedures During the Phased Reopening Plan sent previously.

Circulation Manager Christine Lees and Assistant Circulation Manager Cheryl Pawlak, along with the rest of the management team, have been working on procedures and training for how Curbside Pickup will operate. Training videos and procedures will be sent out as soon as possible. In person training will be available at the start of each shift.

I have faith that our amazing and talented staff are able to safely implement Phase 2, Curbside Pickup. Just do your best! That's all we can ask. This is new to us all and we're all in it together.

Stay safe, stay healthy, and be well.

Bcc: Board of Library Trustees

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
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 **2020-05-11 phased reopening plan draft.pdf**
115K

Martha Harnik <mharnik@dglibrary.org>
To: Julie Milavec <jmilavec@dglibrary.org>
Cc: All Staff <staff@dglibrary.org>

Thu, May 14, 2020 at 11:36 AM

Thank you Julie and all who have been working so hard towards the reopening of our beloved library. 
[Quoted text hidden]

Emily Kiang <ekiang@dglibrary.org>
To: Julie Milavec <jmilavec@dglibrary.org>
Cc: All Staff <staff@dglibrary.org>

Thu, May 14, 2020 at 11:43 AM

Thank you, Julie and management. I believe that the split shift model for pick up will work out very nicely. It will be challenging in the beginning, but I am confident that it will go very well after the first week.

Emily
[Quoted text hidden]

Suzy Miller <smiller@dglibrary.org>
To: Martha Harnik <mharnik@dglibrary.org>
Cc: Julie Milavec <jmilavec@dglibrary.org>, All Staff <staff@dglibrary.org>

Thu, May 14, 2020 at 11:44 AM

Looking forward to seeing other staff soon.
[Quoted text hidden]

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Suzy Miller
Adult & Teen Services Librarian
Downers Grove Public Library

What I'm Reading:

Sandra Feuillan <sfeuillan@dglibrary.org>
To: Julie Milavec <jmilavec@dglibrary.org>
Cc: All Staff <staff@dglibrary.org>

Thu, May 14, 2020 at 11:51 AM

Thank you Julie, Christine, Cheryl, and the rest of the management team for all your efforts in getting this organized. It has been a monumental undertaking, and a job well done. I too am confident that our staff will rise to the occasion and safely do their very best with curbside pickup.

Sandy

On Thu, May 14, 2020 at 11:27 AM Julie Milavec <jmilavec@dglibrary.org> wrote:
[Quoted text hidden]

Karen Neal <kneal@dglibrary.org>
To: Sandra Feuillan <sfeuillan@dglibrary.org>
Cc: Julie Milavec <jmilavec@dglibrary.org>, All Staff <staff@dglibrary.org>

Thu, May 14, 2020 at 1:06 PM

Thank you to all of the staff, especially management, for preparing for Phase 2. I know that DGPL will have so many happy patrons.

With all of the precautions, I am sure staff are ready and up to the tasks at hand.

Karen Neal
Adult and Teen Services Librarian
Downers Grove Public Library
kneal@dglibrary.org
What I'm reading: *Barefoot Summer* by Susan Mallery
What I'm listening to: *The Cruellest Month* by Louise Penny

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Susan Behnke <sbehnke@dglibrary.org> Thu, May 14, 2020 at 1:54 PM
To: Karen Neal <kneal@dglibrary.org>
Cc: Sandra Feuillan <sfeuillan@dglibrary.org>, Julie Milavec <jmilavec@dglibrary.org>, All Staff <staff@dglibrary.org>


I am not worried about coming back to work since the library management has made such detailed plans for our safety. Employee safety over customer service - never thought I would see that in my 11 1/5 years at the library.

Thank you management.

Sue B.
[Quoted text hidden]

Julie Milavec <jmilavec@dglibrary.org> Thu, May 14, 2020 at 2:09 PM
To: Susan Behnke <sbehnke@dglibrary.org>
Cc: Karen Neal <kneal@dglibrary.org>, Sandra Feuillan <sfeuillan@dglibrary.org>, All Staff <staff@dglibrary.org>

I appreciate the support and understanding about just how different this is for us all! We can do this together.

Julie M. Milavec | Library Director
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Kathryn Moran <kmoran@dglibrary.org> Sun, May 17, 2020 at 11:59 PM
To: Julie Milavec <jmilavec@dglibrary.org>
Cc: All Staff <staff@dglibrary.org>

Julie,

Thank you for your help, concerns for all of our well being, and constant updates through all of this since closing on March 13th.

Thank you to you and all of the management team for all of your diligence in working out quarantine for our items, employee safety, and customer service to our patrons as soon as we safely can, and numerous other decisions that had to be made with something that has never happened before. You have all done so much for us to help us get through this and feel secure and safe in a very unsettling time. I thank all of you.

I know because of all that all of you have done I can not wait to get back to work and I feel safe doing so. I am very grateful to have been working for this library during this Pandemic because of the support and concern that we have given to each other during this strange ride. I can not wait to see each and every one of you.

Take care,

Kathy

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Margaret Mohr <mmohr@dglibrary.org>
To: Kathryn Moran <kmoran@dglibrary.org>
Cc: Julie Milavec <jmilavec@dglibrary.org>, All Staff <staff@dglibrary.org>

Mon, May 18, 2020 at 12:27 AM

Kathy,

Thank you for articulating exactly how I feel.

Maggie

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Julie Milavec <jmilavec@dglibrary.org>
To: Margaret Mohr <mmohr@dglibrary.org>
Cc: Kathryn Moran <kmoran@dglibrary.org>, All Staff <staff@dglibrary.org>

Mon, May 18, 2020 at 9:43 AM

Thank you Kathy! I couldn't do this alone. The management team has been invaluable in the process of figuring out what we do next.

Julie M. Milavec | Library Director

Pronouns: she, her, hers

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