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Please Read: COVID Transmission level fluctuating, new rules remain

1 message

Julie Milavec <jmilavec@dglibrary.org>

Mon, Aug 9, 2021 at 9:32 AM

To: All Staff <staff@dglibrary.org>

Bcc: libraryboard@dglibrary.org

Good morning all,

The community transmission level for COVID in our area has gone back to Substantial, after being High all weekend: <https://www.dupagehealth.org/610/DuPage-County-COVID-19-Dashboard>.

As a result of the possibly frequent changes, we will continue requiring masks for all patrons and staff throughout the entire building regardless of vaccination status.

There is new signage at both entrances and throughout the building.

Any patrons who refuse to wear masks in the building will be refused service. This includes: one-on-one help, reference interactions, public computer use, study room reservations, video gaming, assistance with checking out, escorting patrons to the stacks, etc. Eating and drinking are still allowed. If a patron wants assistance, they will need to wear a mask. Masks are required for all in-person services.

If patrons forget a mask, please offer one. Masks are available at all service desks.

If you are walking through the library (because you are doing in-charge rounds or a walkaround or whatever) and you see someone without a mask, you should remind them/let them know that masks are required. In-charge staff may want to carry some masks with them when they are doing rounds. If the patron ignores you (and isn't asking for service), just leave them be after the reminder. We aren't tracking the number of reminders patrons receive.

For study rooms and computer sign-ins that need help, the patron must wear a mask to book a room or check-in for the room. Remind them that masks are required in the library. If they ask "Even in the room?" the answer is "yes, masks are required in the library" but other than the reminder, mask use will not be enforced in the rooms.

If anyone gets belligerent or abusive, complains that you won't provide service, etc. that's when it's time to call the PIC or Facilities, etc.

You may suggest to people that they may call or chat us for help if they didn't want to wear a mask while talking to staff at a desk and they won't receive staff help in the stacks, on the computers, or on the shelf checks if they don't wear a mask.

Thanks for your help and flexibility in implementing these changes. I know the zero-tolerance mask policy was very hard to enforce for staff at all levels. This refusal-of-service model should allow us to reduce the number and frequency of those very negative interactions while following the latest guidance of the DCHD, IDPH, and CDC.

Stay safe, stay healthy, and be well.

Julie M. Milavec | Library Director

Pronouns: she, her, hers

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Bc: Board of Library Trustees