

Phase 4 FAQ for Patrons

Staff should anticipate being asked these questions and provide the following answers:

Accessing the Library

- **What are the hours of operation?**
 - Library building will be open to staff:
M-F, 8am-9 pm
Sat, 8am-5pm
Sun, 12pm-5pm
See your Manager or Supervisor if you need to access the building at other times.
 - The building will be open to the public:
M-F, 10am-7pm
Sat, 10am-4pm
Sun 1pm-4 pm
- **Will there be special hours for elderly/vulnerable populations?**
 - No. We will encourage these folks to use Curbside Pickup or call the library to explore other options like Home Delivery service.
- **Where/How will staff and visitors enter and exit the building?**
 - Staff will continue to enter and exit through Forest Street staff entrance.
 - Visitors will enter the building on the Parking Lot entrance, through the sliding, ADA accessible door and form a queue down the sidewalk to Forest Street.
 - Tape markings on the sidewalk, spaced 6 feet apart, will indicate where visitors will stand in the queue.
 - Visitors will exit the building through the Parking Lot Doors. These doors will be locked from the outside to prevent visitors from entering them. Visitors with accessibility needs will be aided by staff in exiting through the ADA accessible door.

The Library Building

- **Is there a limit on the amount of people in the building at one time?**
 - Yes. The maximum capacity for publicly accessible spaces in the building is limited to 100. This includes both staff and patrons in public spaces only.
 - Additional staff will be able to work in non-publicly accessible spaces, i.e., workrooms, study rooms, staff lounge, etc.
- **Is there an imposed time limit per visit?**
 - Yes. We will encourage visitors to limit their visit to two hours per day; although we will not be policing the length of stay unless someone is really abusing the rule.
- **Do I need to wear a mask to enter the building?**

- Yes. All staff and visitors are expected to wear a face mask in the building for the duration of their stay. No visitors will be permitted in the building without wearing a face mask. No exceptions. No mask, no internal service. If a visitor requires an accommodation, he/she can use Curbside Pickup or contact the library for help.
- Babies and children two years and under are exempt from wearing a mask.
- **What happens if I forget to bring a mask?**
 - Upon/before entering the building, staff will remind patrons that masks are required. If a patron completely forgets to bring a mask, there will be cloth and paper masks available at the PPE station in the Meeting Room. There will be no charge to patrons who need one in a pinch.
- **Can I wear a face shield instead of a mask?**
 - No. Masks are required. Face shields may be worn in addition to masks, not by themselves.
- **What is DGPL doing to keep patrons safe?**
 - We will remind visitors of our health and safety expectations (wear face mask, cleaning hands, maintaining social distance, etc.) by intermittently playing a PSA over the intercom system. Staff will also be encouraged to verbally remind patrons of the health and safety expectations.
 - Directional arrows will be placed on the floor in certain areas, indicating the flow of traffic and where visitors should walk.
 - Aisle and elevator capacity will be limited to one person or one family at a time.
 - Washrooms will be available, but all water fountains and water bottle fillers will be unavailable for public use.
 - A thorough cleaning of all high-touch surfaces will be scheduled every three hours the building is open to the public, including high-touch areas in restrooms.
 - Carts will be clearly marked to accept unwanted library materials. All materials will regularly be cleared from the carts and placed in quarantine for 7 days like all other returned materials
 - All public areas in the library that would encourage group congregation will be off limits, including study rooms, conference rooms, STEM room, quiet study room, training lab, Café, etc.
 - Visitors will not be allowed to eat or drink in the library.

Staff Work and Staff Expectations in the Building

- **What is DGPL doing to keep staff safe?**
 - Staff will be expected to wear a face mask at all times while in the building, and other PPE (face shields, gloves) as needed.
 - Staff will honor 6' social distance from others.
 - Staff will wash hands frequently.

- Staff will clean and disinfect all used surfaces, computers, equipment, etc after use.
- A thorough cleaning of all high-touch surfaces will be scheduled every three hours the building is open to the public.
- Staff will honor maximum capacity limits of all employee shared spaces, and call ahead if they need to enter another department's workroom.
 - Study Rooms 1-8: 1 person per room
 - Training Lab: 2 people
 - Staff Lounge: 8 people
 - Administration and offices: 5 people
 - Access Services Workroom: 6 people
 - ATS Workroom: 8
 - Circulation Workroom: 10 people (including managers office)
 - IT Workroom: 3 people
 - KR Workroom: 3 people
 - PR Workroom: 1 person
- **What work is DGPL staff doing in the building?**
 - Shelves will shelve materials before, after and during public service hours.
 - Curbside Pickup will continue to operate at all times the library is open to the public.
 - Staff will continue to empty the book drops according to schedule and place returned items in quarantine.
 - Staff will answer reference questions and general computer questions.
 - Staff will provide one-on-one, socially distant assistance and limited assistance over the phone, virtually, or via email.

Services

- **What should I expect when I visit the library?**
 - During Phase 4, visitors can expect to have limited services and limited hours of access, but will be able to browse the collection and reserve a public computer.
- **Will Curbside Pickup be available after the library opens to the public?**
 - Yes. Curbside Pickup will be available and will be here to stay for the foreseeable future.
- **Can I register for a library card?**
 - Yes, Downers Grove residents can get a library card at the Check Out Desk.
- **Will I be able to hang out with my kids, play video games, or sit and read or study?**
 - No. All soft seating, and most tables and chairs will be removed throughout the building.
 - The quiet study room, Media Lab, café, Teen Central gaming, and the STEM Room will not be accessible to the public.

- All children’s toys, manipulatives, and play areas will not be accessible to the public.
- All children under the age of 8 must be accompanied by a responsible caregiver.
- **Will all of your collections be available for checkout?**
 - Not all of them. Newspapers, umbrellas, circulating and tote bags will not be available. Books, audiobooks/playaways, movies (DVDs and Blu-Rays), CDs, puzzles, kids room resource kits, magazines, and Anything Emporium items will be available. Patrons may bring in their own bags, but staff should not handle them.
- **Can I book a meeting room, conference room, or study room?**
 - No. All room reservations will be suspended until further notice.
- **Will I be able to get help with notary services?**
 - Notary services will not be available until Library Reopening Plan Phase 5.
- **Will I be able to get help with book recommendations or reference questions?**
 - Yes. The Ask Us desk and Children’s Services desk will be staffed to help answer questions and provide recommendations.
- **Will I be able to use a photocopier or a scanner?**
 - Yes. The photocopiers located in the Kids Room and on the second floor, as well as the scanning station, will all be available for walk-up, self service. No person-to-person help will be available.
- **Can I book an in-person appointment for help with my device or computer needs?**
 - No. Staff will be able to provide in-person, socially distant assistance and limited assistance over the phone, virtually, or via email. Handouts will be available to instruct patrons on how to use online databases, the scanning station, download ebooks, etc.

Computers

- **Will I be able to use a computer during my visit?**
 - Yes. DGPL cardholders only may make a reservation to use a public computer for one 90-minute session per day. Appointments can be made by calling the library or visiting dglibrary.org/covid19. Like study rooms, DGPL cardholders may have one reservation per 7-day period and as soon as their session ends, may immediately reserve another one.
- **Will I be able to get computer help inside the library?**
 - Yes, limited computer assistance will be available via the chat feature on each public computer. No person-to-person help will be available.
- **Will I be able to print out materials from home and pick up on site?**
 - Yes. Print from home for Curbside Pickup will be an option. A limit of 20 pages per day will be imposed. For more information, visit dglibrary.org/covid19.

Programming

- **When will I be able to attend library programs?**
 - All in-house library programs have been suspended through December 31.
 - Many virtual programs are available through the DGPL website, including storytimes, book discussions, crafts, lectures, etc.

Checking Out, Returning Materials

- **How do I return materials to the library?**
 - All books, audiobooks/playaways, movies (DVDs and Blu-Rays), CDs, puzzles, kids room resource kits, and magazines may be returned in the outside book returns or in the book return bin near the entrance.
 - All Anything Emporium items should be returned to their respective departments.
- **Can I visit another library to check out library materials?**
 - Yes.
- **How can I check out materials during my visit?**
 - Visitors can check out materials at any of the self-check stations located throughout the building, or at the Check Out Desk on the first floor.
- **Can I pick up my holds in the building instead of using Curbside Pickup?**
 - Yes. Visitors may pick up their holds at the Holds Desk by the library café.
- **How is DGPL making sure materials are safe to checkout?**
 - All returned materials, and all materials left on reshelving carts in the library will be quarantined for 7 days before being returned to the shelves.
- **Why does a returned item still show up as checked out on my account?**
 - All returned items will be quarantined for 7 days before they can be checked in. All DGS fines have been eliminated; patrons may incur fines from other libraries, however.

Fines and Fees

- **Will I be charged fines for overdue materials?**
 - No. DGPL will not charge overdue fines; however fines may accrue from other libraries
- **What happens if I still have fines on my library card?**
 - Patrons can visit the Circulation Services desk for assistance.

Holds

- **How many holds can I have at one time?**
 - Holds are limited to 30 per person.
- **What should I do if I no longer want the item I have on hold?**
 - Patrons can remove their own holds online or call or email the library to have holds removed.

- If holds have been filled and the patron no longer wants the materials, they can call or email the library to have them removed.
- **How long will my holds be held for me?**
 - Holds will be held for 7 days, including weekends.
- **How long will it take to get my holds?**
 - It takes *approximately* 1 week to fill holds from the picklist, but that is not guaranteed.
 - Patrons who call the library to inquire if an item is on shelf, may have their hold filled almost immediately if the item is on shelf.
- **Can someone else pick up my holds for me?**
 - Yes. Patrons can have a proxy borrower pick up holds, but will need to have the library card on hand, or the library card number. Staff cannot look up account information without the borrower present.
- **Am I able to place holds on and borrow materials from other libraries?**
 - Yes.
- **Can I place holds on DGPL items even though I don't have a DGPL card?**
 - Yes, but only on items that are holdable by non-DGPL patrons.

[Reopening FAQ for Staff](#)

Staff should be aware of the following expectations and anticipate some challenging conversations and/or situations with patrons.

Staff Work and Staff Expectations in the Building

- **What is DGPL doing to keep staff safe?**
 - Staff will be required to wear a face mask at all times while in the building, and other PPE (face shields, gloves) as needed.
 - Staff will honor 6' social distance from others.
 - Staff will wash hands frequently.
 - Staff will clean and disinfect all used surfaces, computers, equipment, etc. after use.
 - A thorough cleaning of all high-touch surfaces will be scheduled every two hours the building is open to the public.
 - Staff will honor maximum capacity limits of all employee shared spaces, and call ahead if they need to enter another department's workroom.
 - Study Rooms 1-8: 1 person per room
 - Training Lab: 2 people
 - Staff Lounge: 8 people
 - Administration and offices: 5 people
 - Access Services Workroom: 6 people
 - ATS Workroom: 8

- Circulation Workroom: 10 people (including managers office)
 - IT Workroom: 3 people
 - KR Workroom: 3 people
 - PR Workroom: 1 person
- **When will I be expected to work 100 percent of my scheduled hours? Will I have to come into the building?**
 - All staff will be expected to resume their full schedule no later than July 6, 2020.
 - In-library shifts will increase.
 - Staff who are able to telecommute will be expected to do so, with the approval of their department manager.
 - All staff will be expected to check their email during their work shifts only. Managers may make work-from-home, schedule accommodations for certain staff to continue to check their email from home.
- **Will the Staff Lounge be available for staff to eat their meals?**
 - Yes. The Staff Lounge will be available for staff; however, the capacity is limited to 8 people at a time. Staff are expected to use their own utensils, cups, plates, etc. and take them home after use. The staff dishwasher is off limits. Cloth hand towels will not be provided. Paper towels and plastic utensils will be available. Remember: nothing shared will be available.
- **Will the Wellness Room be available to staff to take a few minutes to rest?**
 - The Wellness Room will be available by appointment only. See Administration for assistance in reserving a time.
- **Can staff have a water bottle at the public service desk or their workroom desk?**
 - Yes. Staff should be mindful of water bottle use at public service desks, however, and should try to be hygienic and unobtrusive.

Talking Points for Staff

- **What should I do if a patron becomes angry and impatient with our rules or service?**
 - Take a deep breath. Remain calm. Be respectful.
 - **Apologize and repeat back to the patron why he is upset:**

“I am really sorry about: your frustration/your inconvenience/your delay/ the limitations of our service today. I understand that you just want to check out materials/use the public computer/get help with your reference question/stay in the building/get one-on-one help with your device.”
 - **Explain why the rule exists:**
 - “But we need to maintain a maximum building capacity of 100 people/limit computer reservations to one session per day/form a line queue to answer your questions/restrict visits to two hours per day/maintain 6’ of social distance/adhere to a strict cleaning

regimen/minimize person-to-person contact, for everyone's health and safety.

"We are doing everything we can to make sure everyone stays healthy and safe and to make sure the building can remain open. We cannot take any risks."

"We need to limit visits to two hours so that we can serve as many of our patrons as possible."

- **Offer options/solutions:**
 - "If you would prefer not to wait in line to enter the building, you can use Curbside Pickup, or request a home delivery."
 - "If you would prefer not to wait in line to browse the collection, you are free to come back when we aren't as busy."
 - "If you would like to give me your name and number with the items you are looking for, I would be happy to collect them for you and call you when they are ready for pick up."
 - "This handout explains where to find the online accommodation form or you can call and let us know the type of assistance you need and someone will get back to you within a day or two."
 - "You can register for another computer session up to 7 days in advance before you leave today."
 - "Here is a handout on how to download Hoopla. I will do my best to talk you through the steps. Would you like to try this together?"
- **Call In Charge if the patron refuses to comply, or becomes belligerent, harassing, etc.**

- **What should I do if a patron refuses to wear a mask before entering the building?**
 - Take a deep breath. Remain calm. Be respectful. Talk in a friendly manner
 - **Apologize and remind the patron of our rule:**
 - "I'm sorry, but masks are mandatory for all patrons who wish to enter the building. There are no exceptions. If you choose not to wear a mask, you will not be allowed into the building."
 - **Explain why the rule exists**
 - "Masks are mandatory for everyone's health and safety"
 - **Offer options/solutions**
 - "I understand that you do not want/can't wear a mask. I suggest using Curbside Pickup. This handout explains where to find the online accommodation form or you can call and let us know the type of assistance you need and someone will get back to you within a day or two."
 - **Call In Charge if the patron refuses to comply, or becomes belligerent, harassing, etc.**

- **What should I do if a patron takes his mask off/lets it slip while in the building and refuses to put it back on?**
 - Take a deep breath. Remain calm. Be respectful. Talk in a friendly manner
 - **Apologize and remind the patron of our rule**
 - “I’m sorry, but masks are mandatory for all patrons who wish to stay in the building. There are no exceptions. If you choose not to wear a mask, you will need to leave immediately.”
 - “Excuse me, but I’ve noticed your mask has started to slip, please make sure your nose and mouth are completely covered during all times while in the building.”
 - **Explain why the rule exists**
 - “Masks are mandatory, for everyone’s health and safety”
 - **Offer options/solutions**
 - “I understand that you do not want/can’t wear a mask. I suggest using Curbside Pickup. This handout explains where to find the online accommodation form or you can call and let us know the type of assistance you need and someone will get back to you within a day or two.”
 - **Call In Charge if the patron refuses to comply, or becomes belligerent, harassing, etc.**

- **What should I do if a patron exceeds his two-hour maximum visit?**
 - Approach patron in a friendly manner. Be kind and polite.
 - **Apologize and remind the patron of our rule**
 - “I’m sorry, but we need to limit visits to two hours per day as we have a maximum capacity of 100 people at a time. I know this is really frustrating and I’m sorry for any inconvenience.”
 - **Explain why the rule exists**
 - “We are limiting building capacity and length of visits for everyone’s health and safety, while also trying to accommodate as many people per day as possible.”
 - **Offer options/solutions**
 - “I know our time limits are really frustrating and inconvenient. You are welcome to come back tomorrow or later in the week”
 - “Do you know about Curbside Pickup? We can pull materials for you and have them held for you in about one week.”
 - “If you need additional help, I would be more than happy to take your name, number, and the kind of help you need and someone will get back to you as soon as possible.”
 - **Call In Charge if the patron refuses to comply, or becomes belligerent, harassing, etc.**

- **What should I do if a patron finishes his computer time and becomes angry because he cannot reserve another session the same day?**

- Take a deep breath. Remain calm. Be respectful.
 - **Apologize and remind the patron of our rule:**
“I apologize for the inconvenience, but we are limiting our computer sessions to one 90-minute reservation per person, per day.”
 - **Explain why the rule exists:**
 - “We are enforcing these limits because of the limited number of computers available to the public during this time and our reduced hours. We want to make sure that we can serve as many of our patrons as possible.”
 - **Offer options/solutions:**
 - “Again, I am so sorry for the inconvenience. You can register for another computer session up to 7 days in advance before you leave today.”
 - “If you need additional help, I would be more than happy to take your name, number, and the kind of computer help you need and someone will get back to you as soon as possible.”
 - **Call In Charge if the patron refuses to vacate his seat or becomes belligerent, harassing, etc.**

- **What should I do if I notice visitors who do not comply with social distance guidelines?**
 - Approach patron in a friendly manner. Be kind and polite.
 - **Apologize and remind the patron of our rule**
 - “I’m sorry, but we need you to maintain 6 feet of social distance between yourself and others.”
 - **Explain why the rule exists**
 - “We are encouraging social distance of at least 6 feet for everyone’s health and safety”
 - **Offer options/solutions**
 - “Although we have social distance guidelines in the building, you are free to step outside to continue your conversation. We would appreciate it. Thank you.”
 - **Call In Charge if the patron refuses to comply, or becomes belligerent, harassing, etc.**

- **What should I do if a patron insists she has an in-person one-on-one appointment with a staff member?**
 - Take a deep breath. Remain calm. Be respectful.
 - **Apologize and tell the patron that we are not offering one-on-one, in-person help at this time**
 - “I’m sorry but we are only offering limited computer access and access to materials at this time. We are not offering in-person, one-on-one help.
 - **Explain why the rule exists:**

- “We only have limited services right now. We want to make sure we are taking every precaution necessary to ensure a healthy and safe environment so the library can stay open.”
 - **Offer options/solutions:**
 - “Again, I am so sorry for the inconvenience. You can register for another computer session up to 7 days in advance before you leave today.”
 - “If you need additional help, I would be more than happy to take your name, number, and the kind of computer help need and someone will get back to you as soon as possible.”
 - **Call In Charge if the patron refuses to vacate his seat or becomes belligerent, harassing, etc.**
- **What should I do if a patron becomes very chatty and will not stop talking?**

Smile. Be kind and polite.

 - **Gently remind the patron that you need to get back to work**
 - “I am so glad that I got a chance to catch up with you today, but I really need to get back to my work. I hope to see you again soon.”
 - “It was so wonderful to see you today, but we are working with a limited number of staff in the building and I need to make sure I get all my work done before I leave today. I hope to see you soon.”