**Greeter Procedures for Curbside and Lobby Services Phase**

**Services Offered:**

* Pick up holds
* Curbside pickup
* Library card renewal/sign-up
* Notary
* Voter registration
* Any non-food items for purchase
* Reference via text, phone, or email
* Faxing
* Remote printing
* Copy machine/scanner

**Services Not Offered:**

* No passports
* No passport photos
* No computer use
* No book/material donations
* No food/K-cup sales
* Adult Services and Youth Services closed
* No in-person reference
* No video gaming (on computers or in Teen Area)
* No laptop bar
* No X Lab
* No meetings or meeting space available
* No newspapers or magazines for in-house use
* No microfilm reader

**Set-Up:**

There will be a table and chair set up in the vestibule by the soda machine. There will be a box with the supplies you will need on the vestibule bench, containing sanitizer, gloves, face masks**,** library cell phone, a panic button, Clorox wipes, and Jim’s and Marina’s business cards. Signage should already be in place from the previous day.

Once pressed, the panic button immediately notifies the police. Only use this in case of emergency.

**Customer Service:**

Be welcoming: smile, say hello, if they look like they need assistance ask. Because these procedures are new to us too, ask for their patience.

If the patron speaks another language and you have trouble communicating, you can point to the bilingual portion of the signs or call another staff member over to help.

**Face Masks/Coverings:**

All patrons must wear masks. This is to keep both staff and patrons safe. If a patron isn’t wearing one, ask if he/she has a mask available. If not, offer one of our free ones. If someone doesn’t have their nose covered with the mask, politely ask them to cover their nose (*See greeter script).*

If a patron isn’t wearing a mask (*See greeter script*) …

Offer a free mask.

Offer the option to not wear the mask and sit outside the library. The patron can call reference to get books, place a hold, or if he/she needs a service, someone can come outside to accommodate the patron.

If the patron ignores you and enters the library without wearing a mask, call the police. At this point the patron is trespassing (*See greeter script*)

**If it seems that the patron is getting more frustrated, or you are beginning to feel uncomfortable, call someone to assist you (either another PIC or staff member). The other PIC/staff member can assist you, or step in. The PIC can also decide whether to call the police or not. This is the last resort, and should only be taken when all other steps have been exhausted, or in the case of a patron not heeding your requests and entering after being asked to leave.**

**Patron Capacity and Time Limits:**

There is a recommended **limit of 1 person per family** if possible.

**There is a cap of 10 patrons in the lobby/AS at any time.**

The greeter will keep an eye on this area and if it appears to be too crowded, limit entry until a patron leaves.

**Scheduling and Breaks:**

If you need to take a break, it is your responsibility to coordinate your break with another greeter before your shift starts. If you can’t find another greeter, please talk to your supervisor. You may use your cell phone, or the library cell phone to notify the person who will be covering your break. You get a 15 minute break if your shift is 4 hours or over. You get a 10 minute break if your shift is under 4 hours.

The shifts are approximately 4 hours in length. There will be a chair and a table for you to sit at. You may bring up work to do when there is a lull.

If you have a conflict and can’t do your scheduled shift, it is your responsibility to find someone to switch with. Ask your manager for help if necessary.

If you are ill, please let your manager know that you have a greeter shift and what time it begins. Your manager will find someone to cover your shift for you.

**Note: We will not go to the Curbside & Lobby Services phase if:**

*According to the state: If a region has a sustained increase in its seven-day rolling average positive test rate, coupled with either an increase in hospital admissions for COVID-19-like illnesses, or a specific reduction in hospital capacity. A region could also be bumped back if it sees three consecutive days of its testing positivity case rate of 8% or more.*

*A recommendation by the mayor will be taken into account by the library board, or the library board decides against it.*

*The library will monitor the current COVID rates on a daily basis.*