

Reopening Procedures and FAQ

Marina Stevens <mstevens@rlalibrary.org>

Sat 10/3/2020 3:54 PM

To: Adult Services <AdultServices3@rlalibrary.org>; Youth Services <YouthServices@rlalibrary.org>

I have attached a document that hopefully contains all the procedures you need for reopening. Please review as soon as you are able to.

Here are some additional notes from me and Sean:

- All of YS and AS are now on the same phone groups. Calling AS or YS will lead to everyone in both groups ringing.
- All of YS and AS are now getting remote print emails. AS will handle all remote prints today. Starting on Monday whoever is on the backup shift will handle all remote printing including anything that showed up between the last time we were open and when their shift starts.
- Backup shift handles remote printing, text reference, and email reference and helps with the phones. Depending on workload for the two staff at the desk you guys can communicate and desk staff can cover things while backup is in the stacks for various projects. You can also help each other out covering during breaks etc.
- We highly recommend that all staff give themselves some time before their first shift to walk through AS and familiarize yourself with the new YS displays and layout in general.
- Program supply packs waiting for scheduled pickup times should now live on the back AS ref desk.
- Program packing material is now located on a cart that we're using as a sort of door to the ref desk area to keep patrons out.
- This document will be placed into the Ref Desk binder for reference. In that binder you will also find any logins and passwords you may need for AS stuff.

And finally, let us know when you run into things that haven't been covered or suggestions on how to improve things once we get started. We don't expect to have gotten everything right from the get go and changes will likely need to be made. To clarify this further please email me and Sean about working within our given plan (AS only, by appointment, etc.). If you have suggestions about large scale changes that are not part of the plan outlined that the board approved these should go to Penny as chair of the reopening committee. This would include suggestions on greeters, opening other services, etc. Sean and I can change how we implement things but bigger things need to go through committee.