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SMRLD Update - What Do We (Think We) Know Right Now?

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To: staff <staff@smrld.org>, Board <board@smrld.org>

Greetings!

We've been blessed with some beautiful weather recently. I hope you've had an opportunity to enjoy it! Staff have been back and working full schedules since June 8th (or sooner in some cases). It's been terrific to see each other these past few weeks and get back into a more regular schedule and routine.

Below is what has been and/or will soon be happening. Please read each item carefully. Let your manager or me know what questions and ideas you may have.

- When we closed we canceled the remaining appointments for customers needing their tax returns prepared. We've been making appointments with those folks and have been completing their returns. We are now making appointments for other people needing their tax returns completed. The process includes a telephone interview, a parking lot exchange of documents, completing the return, and a final parking lot exchange of signatures and completed returns.
- Folks are returning the materials they had checked out for so long. Most items are being returned at Johnson Road. Items are quarantined 72 hours before being checked in and cleaned.
- Inventories of materials at both locations have been completed and are about to be analyzed.
- Interlibrary loan is not yet available between libraries in Southern Illinois. We expect this to resume around July 6th. It is the responsibility of individual libraries to quarantine items before placing them in delivery for other libraries.
- Patrick Carney is building our barriers for all public service desks - he's cut and routed the wood. We had been waiting for a stain to match the wood on the desks, which has been impossible to achieve. So, instead, we have decided to prime and paint the frames to match the departments: purple for youth services and either a silver/gray or black for adult services. Tallin has ordered the plexiglass pre-cut (from a company in Belleville) and we expect it to arrive any time. Framing barrier shields for Johnson Road will happen after Delmar Avenue is completed.
- Curbside pick-up is working well at Johnson Road. There had to be a few tweaks to the process, but it seems to satisfy customers. This will continue after Delmar Avenue reopens to the public.
- Because of its size, Johnson Road will NOT reopen to the public anytime soon. It's only 3000 sq. ft. and cannot safely accommodate any customers inside until such time as the state enters Phase 5. We enter Phase 4 on Friday, June 26.
- Take and make crafts are now being made available at Johnson Road as well. Youth Services staff create "kits" for customers to pick-up. These are quite popular.
- There is a good chance we will skip the appointment phase and jump right into allowing customers in the Delmar Avenue building around July 7th. An exact date and more will be shared when we are firm on the date (until then, we are NOT publicly announcing any date).
- At Delmar Avenue, we believe the maximum number of customers will be 6 customers in youth services and 14 customers in adult services at one time when we reopen to the public. We will evaluate our ability to not exceed maximum capacity numbers - we hope it's not, but if it becomes necessary we will institute a reservation process for customers to reserve the time they will be at the Library (similar to the StL Zoo and other organizations).
- The mezzanine will be restricted to staff only and is where we will store the regular seating and other items from the departments. The only seating that will be available will be for specific computer use and will ensure physical distancing. When we do reopen the building to the public, customers will be encouraged to only stay for an hour or less (and unless using computers definitely less). We will also reserve the first hour on Monday, Friday, and Saturday mornings for vulnerable customers.
- Staff received an assignment to complete by July 6th: the legally required sexual harassment training that is provided through the Illinois Department of Human Rights.
- Both Libraries will be CLOSED (staff off - no public services) on July 4 & 6. This will allow staff to be paid for the holiday without having to extend comp time into the future.
- We will begin an appointment process to issue vehicle license sticker renewals for those paying by credit card who do not want to enter the building. Customers will call either Library with the information about their sticker renewal as well as their credit card. Staff will complete the online process. Customers will call when they are in the parking lot and staff will take their sticker to them in the parking lot. This will continue after Delmar Avenue reopens to the public.

- If customers refuse to wear a face-covering for any reason, we will attempt to make reasonable accommodations by bringing items to them. We do have disposable masks for customers who may have forgotten theirs.
- Home Delivery resumed the week of June 15 to people not in nursing homes.
- An all-staff Zoom meeting will be held on July 1st at 11:30 to prepare all the staff for when we re-open.

Everything remains fluid and is subject to change until we publicly announce plans. This is just for your information at this time.

Thanks for your understanding and patience as we work to provide the best and safest library service possible.

Tina



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