

Library Reopening Roadmap Under COVID-19

LIBRARY PANDEMIC RESPONSE LEVEL	LEVEL 5: FULLY DIGITAL	LEVEL 4: BOOKS-BY-MAIL (BBM)	LEVEL 3: LIBRARY TAKE-OUT	LEVEL 2: BRANCHES OPEN, RESTRICTED SERVICES	LEVEL 1: BRANCHES OPEN, FEWER RESTRICTIONS	NO LEVEL: REGULAR SERVICES RESUME IN FULL
BRANCH OPEN HOURS	None	None	None (Branch Closed); Limited Library Take-Out Hours	Limited (Varies by Branch)	Regular Hours	Regular Hours
OUTREACH SERVICES	None	Books-By-Mail (BBM) Only	BBM and Satellite Branches Open	BBM and Satellite Branches Open	BBM; Satellite Branches Open; Delivery Service to Continuing Care Facilities Only	BBM; Satellite Branches Open; Delivery Service to Continuing Care Facilities Only
LIBRARY CARD REGISTRATION	Digital and Phone Only	Digital and Phone Only	Digital and Phone Only	Digital; Phone; and In-Person	Digital; Phone; and In-Person	Digital; Phone; and In-Person
WAYS TO ACCESS COLLECTIONS	Digital Only	Digital; BBM Open to All	Digital; BBM; Library Take-Out	Digital; BBM; Library Take-Out; Stacks Open	Digital; BBM; Library Take-Out; Stacks Open	All-; Library Take-Out Closed.
COLLECTION RETURNS	Book Drops Closed with Extended Due Dates	Book Drops Open; BBM	Book Drops Open; BBM	Book Drops Open; BBM	Book Drops Open; BBM	Resume regular practice
WAYS TO ACCESS TECHNOLOGY	Wi-Fi	Wi-Fi	Wi-Fi	Wi-Fi; 1 hr/day Computer Access; Printers Accessible	Wi-Fi; 1 hr/day Computer Access; Tablets; Printers Accessible	All Computers and Tablets Accessible; Resume Normal Time Limits
PROGRAMS	Virtual and Live Video	Virtual and Live Video	Virtual; Live Video; Take-and-Make Activities	Virtual; Live Video; Take-and-Make Activities; In-Person Programming in Accordance with Public Health Directives	Virtual; Live Video; Take-and-Make Activities; In-Person Programming in Accordance with Public Health Directives	Programming Resumes Normal Practice
PASSIVE PLAY TOYS	None	None	None	None	Limited Toys and Games	All
MEETING ROOM RENTALS	Closed	Closed	Closed	Closed	Open	Open
STAFF IN BUILDING	Maximum 3, with Advance CEO Approval	Limited to Essential Staff Reporting for Regular Shifts, with Modifications as Required	All Staff Report for Regular Shifts, With Modifications As Required	All Staff Report for Regular Shifts, With Modifications As Required	All Staff Report for Regular Shifts, With Modifications As Required	All Staff Report for Regular Shifts.

NOTICE TO READER:

- The purpose of this roadmap is to guide staff, the board, and external stakeholders on how CEHPL will dial up and/or dial down service levels (like the volume on a speaker) in response to changing public health directives and reported active COVID-19 cases. **First and foremost, CEHPL will follow all public health directives.**
- The complimentary *CEHPL COVID-19 Staff Safety Manual* covers operational safety protocols and procedures.
- Not all CEHPL branches may move at the same pace between pandemic service levels, depending on local logistics.

CEHPL'S COVID-19 RESPONSE



WELCOME BACK!

It's just the same great service you expect from CEHPL, in a new way! All locations have public health protocols in place, including limited occupancy, computer use limits, and physical distancing protocols.

We have also rearranged our spaces, expanded our cleaning protocols, and trained our staff to ensure that your future visits to our branches are as safe and convenient as possible.

Patrons must wear a mask at all times while visiting the Library, as mandated by Nova Scotia Public Health.

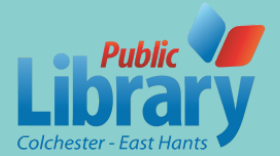
The following groups are exempt from mandatory masking:

- Children under the age of two;
- Children aged two to four when their parent/caregiver cannot get them to wear a mask;
- Individuals with a valid medical reason for not wearing a mask.

Here's what the Library is doing to keep you safe:

- In order to maintain physical distancing, all library locations are limiting the number of patrons permitted inside at one time. Our spaces have also been rearranged and seating reduced.
- Physical barriers have been installed at service desks.
- Signage and floor decals have been posted at all branches to help manage the flow of traffic.
- Commonly touched surfaces such as tabletops and doorknobs desks are being disinfected regularly. Sanitizing supplies are provided to patrons to disinfect public computers between each use.
- Library staff are washing or sanitizing their hands regularly. Hand sanitizer is available to the public.
- Library staff are self-monitoring for signs of illness, and are required to stay home if they are feeling ill.

CEHPL'S COVID-19 RESPONSE



CEHPL CONTINUES TO PROVIDE PUBLIC LIBRARY SERVICE IN THE FOLLOWING WAYS:

- We offer limited in-person service at all of our locations.
- We are offering an expanded Books by Mail service throughout our region. This service is open to all residents of Colchester and East Hants counties. Call or email: 902-896-4194 or bbmce@cehpubliclibrary.ca.
- All of our branches offer a contactless pick-up service-- Library Take-Out. Contact your local branch for more details.
- Staff are also happy to answer your questions during open hours! Call us at 902-896-4193, email us at info@cehpubliclibrary.ca, or leave us a message on Facebook.
- Explore our digital content to help you read, watch, listen, and learn, FREE with your library card.
- Use our virtual library card signup form to request/renew a library card and place holds using our online catalogue: <https://bit.ly/2yJT5GQ>
- Browse our Library at Home blog for booklists, craft ideas, resource guides, and more!: <https://bit.ly/3fVkyMT>
- Attend our virtual programs and connect with us online!

STAY TUNED.

We will be sharing service updates and guidelines on our website and social media. Follow us to stay in the loop.

THANK YOU!

Thank you for your continued support and patience as we reintroduce and reimagine our services! We look forward to seeing you at the Library soon!