

Library Reopening Roadmap

LIBRARY PANDEMIC RESPONSE LEVEL	LEVEL 5: FULLY DIGITAL	LEVEL 4: BORROW BY MAIL	LEVEL 3: LIBRARY TAKE-OUT	LEVEL 2: BRANCH OPEN, RESTRICTED SERVICES	LEVEL 1: BRANCH OPEN, FEWER RESTRICTIONS	NO LEVEL: REGULAR SERVICES RESUME IN FULL
BRANCH OPEN HOURS	None	None	None (branch closed);	Regular hours	Regular hours	Regular hours
OUTREACH SERVICES	None	Borrow by mail (BBM) only	BBM only	BBM and satellite branches open	BBM; satellite branches open; delivery service to continuing care facilities	BBM; satellite branches open; delivery service to continuing care facilities
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
COLLECTION ACCESS	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	Resume regular practice
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
TECHNOLOGY	Wi-fi	Wi-fi	Wi-fi	Wi-fi; 1 hr/day computer access; printers accessible	Wi-fi; All computers and printers; resume normal time limits	Wi-fi; All computers, tablets and printers; 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	Virtual; live video; take-and-make activities; in-person programming	Programming resumes normal practice
PASSIVE PLAY TOYS	None	None	None	None	Limited toys and games	All
MEETING ROOM RENTALS	Closed	Closed	Closed	Open (limited – varies by branch)	Open (limited – varies by branch)	Open
STAFF IN BUILDING	Maximum 3, with advance CEO approval	Limited to essential staff, 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 local epidemiology. 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.

