

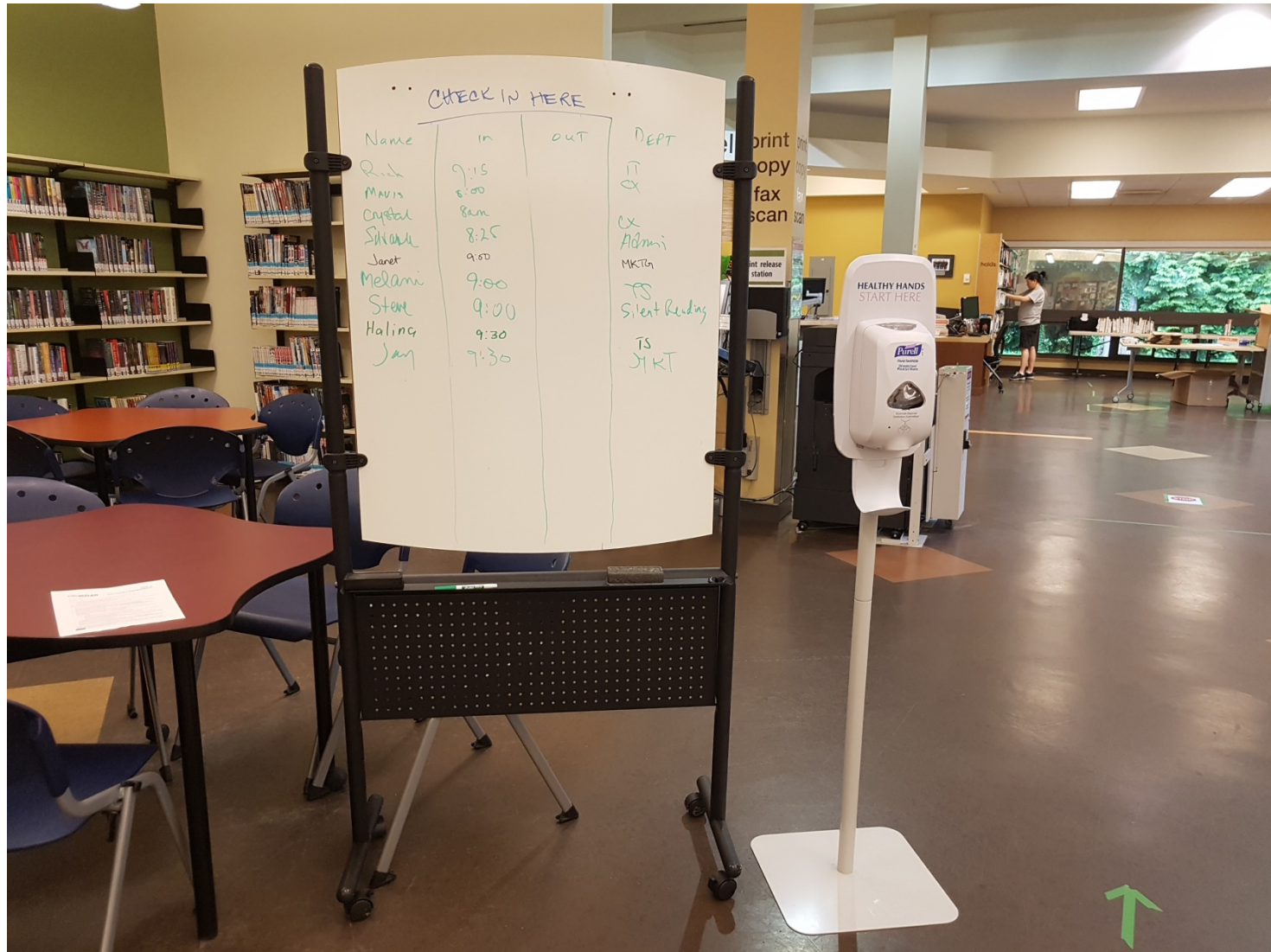
CPL Phase 1 & 2

Services and Reopening

ABCPLD, June 3, 2020



Control of entry and numbers



Entry and Delivery Controls



Internal movement controls



Modified workstations & workplaces



Bookdrops – opened, 24/7

- Bookdrops opened
- No fines
- due dates pushed to July
- Majority of card blocks removed



Quarantine – 5 days !



Curbside beginnings



Curbside Service

- Customers put items on hold through our website or app
- staff pull them, customers receive an automated email or text notification
- Items placed on Holds Shelves and checked out to customers
- Customers arrive at the branch and call the dedicated cell number on the door. Staff bag items and place outside the door on a small table
- Customers stand 6 feet away so there is no contact with staff
- Staff are gloved and masked when handling items and handing material to customer
- Customers return items to drop boxes and are quarantined for 3 days before being circulated
- We are waiving fines during this period though we're encouraging people to return items
- We use handled paper bags with our logo stamped on them. When we started the service we improvised with coloured labels on bags

Curbside Pickup



Keeping up, making changes...



Ready to pick-up



To meet demand, grab bags & more...



60+ (and growing) grab bag titles for customers to put on hold in the PAC. e.g. Adult cozy mystery, teen graphic novels, food lovers, kids' funny books

Service started May 4, with holds being placed beforehand. As of May 28, we have filled 252 holds for grab bags.

Stats...

Month	Poirier	City Centre	Library Link	TOTAL
April	369	483	-	852
May	1316	1250	80	2646
TOTAL	1685	1733	80	3498

Customers are checking out approximately 7% of what they did pre-COVID; and placing holds at about 50%.

- Started April 17 at our 2 branches and the response from customers was enthusiastic.
- Early on, at each branch we had 1 day of more than 100 pick-ups! On average there are 65 pick-ups within a seven-hour window.
- Based on this popularity we rolled out this service on our Mobile Library (Library Link) on May 13 at 4 of our regular Library Link stops.

Special Services...



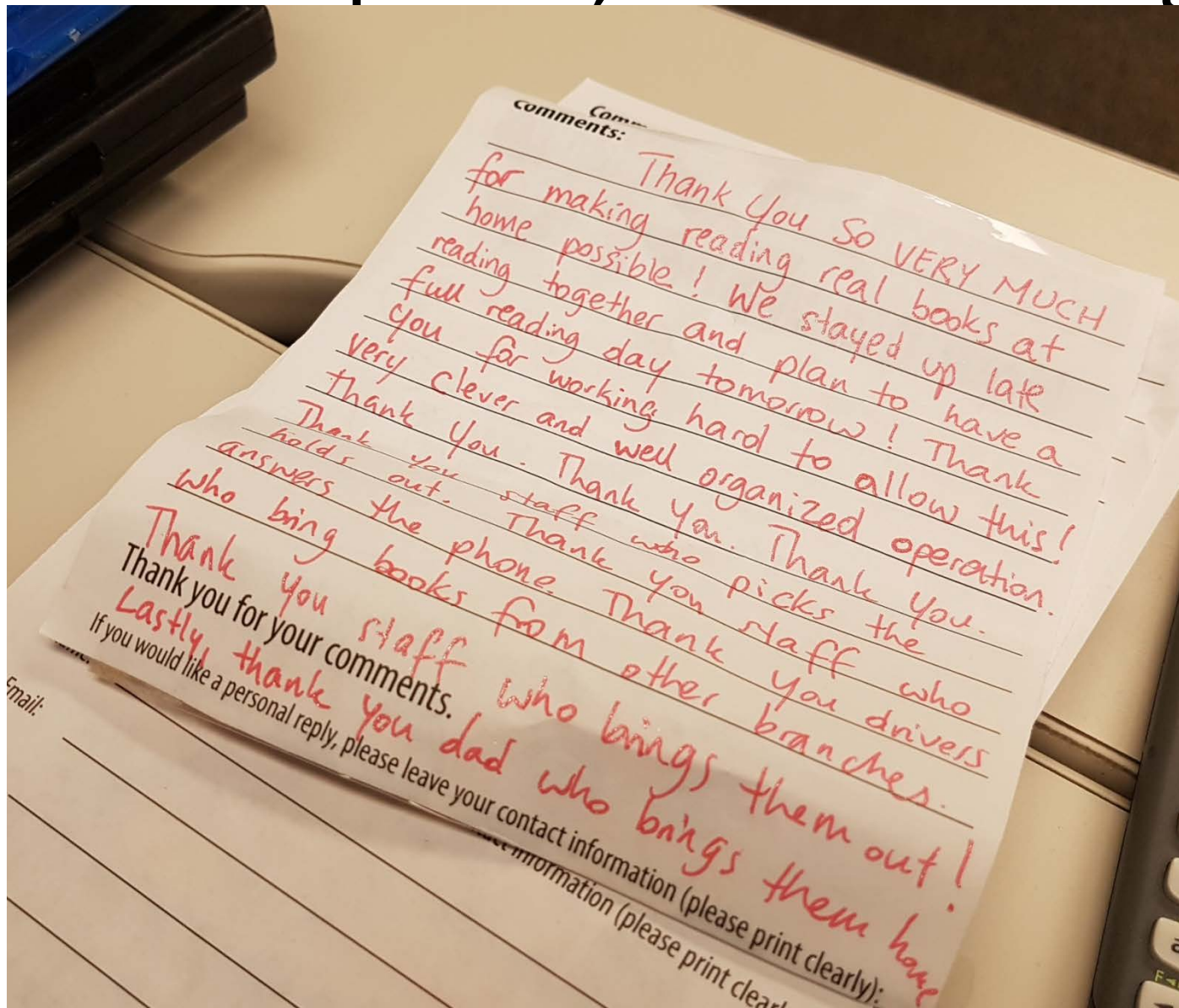
Preparing to reopen...



Public Services Reopening Framework

Closed	Phase 1 Online Only	Phase 2 Closed to Public	Phase 3 Open to Public – Limited	Phase 4 Services Unrestricted
<p>All services closed</p> <ul style="list-style-type: none"> No staff onsite no active services online services offered to existing customers 	<ul style="list-style-type: none"> Librarians and Library Technicians working remotely Monitoring online usage, ensuring budgets meeting use Online program development begins Partner conversations begin 	<p>Apr 15: Service Mon to Fri 9-5</p> <ul style="list-style-type: none"> email questions Phone monitoring Curbside Pickup Opened bookdrops <p>Apr 22:</p> <ul style="list-style-type: none"> Themed Grab Bags <p>May 2:</p> <ul style="list-style-type: none"> Expanded service hours, 7 days, longer hours <p>May 4:</p> <ul style="list-style-type: none"> Library Link pick-up <p>To Come:</p> <ul style="list-style-type: none"> External WiFi access Library Link WiFi access 	<p>Day 1:</p> <ul style="list-style-type: none"> Entrance controlled Holds pickup, no contact Computer access Stacks access, movement restricted Seniors time slots Limited seating Meeting rooms & study rooms closed Remote work continues Extended work hours, move to regular service hours <p>Jul/Aug:</p> <ul style="list-style-type: none"> Outside children’s programming Group study nights for students <p>Sept:</p> <ul style="list-style-type: none"> Small # of tables opened for study Small groups allowed <p>Future:</p> <ul style="list-style-type: none"> Add in additional seating Study rooms Meeting rooms 	<ul style="list-style-type: none"> Return to normal operations All services, facilities, collections and rooms return to normal operation All staff return to work to regular hours and regular work stations and locations <hr/> <ul style="list-style-type: none"> This requires a vaccine to be routinely available Low incidence of COVID-19 in community BC PHA discontinues emergency
Complete	Complete	Current status	Target June 15 to 29 th	12 to 18 months

Public Response, heartwarming...



Questions?