

## Orange County Library System - Plan for Restoring Library Services

In the weeks we have been closed to the public, Orange County Library System has been evaluating best practices for cleanliness and sanitation, so we are prepared to open to the public with health and safety in mind. Like many businesses and government agencies, our plan to resume regular services will happen in phases. Below is the plan for restoring services to the public, which began on May 6 with the opening of the library's call center. Additional services will be added over the next several weeks.

*Library administration will monitor these openings closely and may make adjustments to the plan as are necessary.*

### **Service Level 1: No public access to buildings, limited services**

#### Services:

- **May 6, 2020:** Call Center services restored, 9 a.m. – 5 p.m., Monday- Friday
- **May 11, 2020:** Book drops reopen at all locations except Alafaya, which is undergoing a refresh.
- **May 11, 2020:** Home Delivery (MAYL) services restored
- **May 11, 2020:** Talking Books restored
- Continue to offer virtual events & classes
- Digital services available via chat, email etc.
- Virtual resources available include downloadable material, blogs, databases, resources guides, etc.
- Wifi access open

#### Preparation:

- Limited staff in building processing materials for delivery, book drops and shelving
- Confirm that all PPE & essential supplies are in stock (still waiting for items)- deliver supplies received in preparation for service level 2- plexiglass protective barriers for staff service points, masks, gloves, hand sanitizer stations for public, extra hand sanitizer for staff & public, disinfectant & cleaning towels, sanitizing wipes
- Special Services starts processing outgoing, Tech Services focus on inbound & items with holds
- All holds pick-ups will be sent via USPS
- Mailroom Delivery, Shipping, and Receiving hours resume normal operations for USPS, UPS, Fed Ex, etc. Internal mail will be delivered to a pre-designated location for each department
- New materials will go to locations as they are processed
- Returned items are quarantined for 72 hours
- Staff prepare building for public opening- remove or move furniture tables and chairs for social distancing, move public computers 6 feet apart, put up social distancing signs
- Adapt staff area to ensure 6 feet apart when working

- Declutter staff desks and work areas and sanitize
- Staff are required to wear masks

## **Service Level 2: Open select locations for essential services**

### Services:

- **May 18, 2020:** The following locations will open for essential services - Southeast, Winter Garden, South Trail, North Orange, & South Creek
- Open hours, Monday-Saturday, 10 a.m. – 6 p.m.
- Open buildings with 25% occupancy based on the recommended guidelines from the state/county. Number will vary from location to location.
- Essential services include: returns, Grab and Go service, computer usage for one hour
- 6-foot social distancing measures put into place to ensure safety
- Mobile Check Out and Self Check Out options are available & encouraged
- Staff will be stationed at various service areas to assist customers with material retrieval
- Services not available: public seating, in-person events & classes, meeting/study/coworking rooms, donations, volunteers & mystery shopper program
- Virtual events and classes will continue through September 1

### Preparation:

- Staff schedule one shift, 9 a.m.- 6 p.m.
- Staff wear masks & provided gloves
- Customers required to wear face coverings while in building
- Hand sanitizing station will be at the entrance of each location and or department
- Schedule staff to assist at front door to monitor occupancy (and open doors if needed or doors remain open as per county guidelines)
- Schedule staff to assist at self service areas (self-check machines, Fast Lane Pads) and clean between uses
- Schedule staff in computer area to clean computers between uses
- Customers will be encouraged to get computer assistance from staff at desk
- Create cleaning schedule for higher traffic areas
- Tables & chairs for computer areas will be adjusted to meet 6 feet guidelines
- Tables & chairs will be removed from various areas to discourage gathering
- Plexiglass protective barrier will be available for use by staff at staff service points
- Increased signage:
  - Floor signs with 6 feet markings at all staff service areas and self-service areas
  - Enter & Exit signs at the front doors
  - General social distancing signs in various public areas
  - Sign for checkout area- stand behind protective barrier
  - Face mask signage
  - Hygiene signs (handwashing, germs, etc.)

- Customers paying with credit card will not be required to sign receipt
- Interactive toys/shared materials removed from floor
- Remove magazines & newspapers
- Remove handheld baskets & encourage customers to use personal bags
- Close drinking fountains

### **Service Level 3: Open remaining branch locations for essential services**

#### Services:

- **May 26, 2020:** Remaining branches open for essential services: Alafaya, Chickasaw, Eatonville, Fairview Shores, Hiawassee, Southwest, Washington Park, West Oaks, & Windermere
  - Same hours & services as Service Level 2
- **June 1, 2020:** Orlando Public Library opens to public. Customers can visit service points at Information Desk, Children’s, Library Central, 3rd Floor and 4th Floor for staff retrieval of material and use public computers on the 4th floor up to one hour per session. Restrooms open on 1st floor only. Melrose Center remains closed.
- **June 8, 2020:** System-wide pick-up requests resume
  - Bookstore opens from 10:30 am – 5 pm Monday through Saturday.
  - Gifts & Greetings opens from 11 am – 5 pm Monday through Saturday.
- **June 22, 2020:** Library Central and Children’s opens for browsing
  - Restrooms open on 4th Floor
- **November 2, 2020:** In-person social worker visit resumes
  - Book Donations accepted by appointment only at Orlando Public Library.

### **Service Level 4: Continue to expand services based on occupancy guidelines**

#### Services:

- **April 1, 2021:** Open buildings to 40% capacity. Numbers will vary from location to location.
- **April 1, 2021:** Melrose Center opens to existing Melrose members to use editing bays and creative workstation computers. Each of the Center’s two editing bays will be available once per day for a maximum of three hours, with sessions available by reservation up to one week in advance. The five Mac and five Windows creative workstation computers will be available for three-hour sessions on a walk-in basis. The Melrose Center opens at 10 a.m. Monday through Saturday. All sessions must be concluded no later than 5:15 p.m.
- **May 3, 2021:** Public computer use at all locations extended to two hours.
- **May 4, 2021:** Customers not required to wear face coverings while in the building.
- **May 10, 2021:** 3rd Floor opens for browsing
- **May 10, 2021:** Four public computers and three Kids’ Learning Stations available in Children’s Department

- **May 10, 2021:** Restrooms opened in the Children’s Department
- **May 10, 2021:** Two tables with chairs available in the Under the Sea area of the Children’s Department for use by families
- **June 5, 2021:** Public seating in the Children’s Department reopened and all Kids’ Learning Stations made available in the Children’s Department
- **July 1, 2021:** Melrose Audio, Photo and Video Studio reservations return for Melrose Members with studio access credentials
  - Flight and Driving Simulator reservations will be available by phone or in person for Melrose Members with simulator access credentials
  - Sound Booths reservations will be available by phone or in person for all Melrose Members
  - Editing Bays reservations continue to be available by phone or in person, and Editing Workstations remain available on a walk-in basis
  - The Melrose Center will provide limited seating for Melrose Members who want to work on creative projects using their own computers/devices.
- **July 1, 2021:** 2nd & 3rd Floor elevator lobby restrooms open
- **July 1, 2021:** Public computer use at all locations extended to three hours.
- **July 12, 2021:** 4th Floor opens for browsing

Preparation:

- Evaluate seating based on occupancy guidelines-add limited public seating for reading, charging/using personal devices etc.
- Adjust furniture as needed
- Melrose Fab Lab remains closed

**Service Level 5: Gradual return of full-scale library services**

Services:

- **January 3, 2022:** In-person events return to all locations with limited student and audience capacities; virtual events continue to be offered
  - Meeting rooms, study room, and co-working rooms reopened
  - Restrictions on browsing at Orlando Public Library lifted and seating areas returned for public use
- **January 7, 2022:** Sunday hours resume at Alafaya Branch, North Orange Branch, Orlando Public Library, South Creek Branch, and West Oaks Branch and Genealogy Center (1 p.m. to 6 p.m.)
- **March 1, 2022:** Passport services resume at Orlando Public Library
- **March 4, 2022:** Staff no longer required to wear face masks
- Increased occupancy level based on the guidelines on the county/state
- Add limited number of Melrose Studio, Simulator, Fab Lab sessions offered
- Continue to emphasize good hygiene and cleaning/sanitizing standards

Preparation:

- Make adjustments for furniture at locations
- Reschedule staff for full-service operations
- Maintain sanitizing standards

**Service Level 6: Full- scale library services**

Services

- Full restoration of all library services
- Increase in-person events, classes & meetups
- Normal operating hours restored