

Artesia Public Library's Phased Reopening Plan during a Health Emergency*

**Due to the ongoing health situation, this plan may change at any time to adjust for new information or changing situations at the local, state, and/or federal level.*

Stage 1: Staff in Building during Health Emergency – Stay-at-Home Order in Effect

Public library is closed to the public. Library staff is working in the building with emphasis on social distancing.

Services provided include:

- All staff work on their assigned duties, including fiscal, personnel and statistical tasks as usual
- Virtual programs including story times, craft programs, book discussions and others are offered via Facebook Live
- Reference transactions available via phone, email, and text.
- Emphasis on digital services including eBooks, eAudio Books, eMagazines and online databases
- Digital library cards are offered via library's [catalog](#) and [New Mexico Library to Go via Overdrive](#)
- Staff receives and sort mail
- Staff receives book returns, but encourages patrons to keep books until Stay-at-Home order is lifted
 - Walk up book drop is closed, patrons may only use the drive-up book drop
 - Book Drop Procedure is adapted to quarantine returned items for 7 days, to reduce staff exposure, and use of personal protective equipment (PPE) (see attached)
- Due dates for all library materials are extended until after we reopen to the public
- Wireless internet service is provided to patrons outside the building with the password posted on the doors

Preparation for this stage includes:

- The library supervisor will communicate with local officials, the State Library of New Mexico, other library directors, and health officials to stay abreast of current developments and plans
- The library supervisor monitors the New Mexico Department of Health, Center for Disease Control, American Library Association, and World Health Organization for recommendations for public libraries
- Job duties are determined or modified of staff during the health crisis
- Janitorial services revised to reflect closure to public and precautions for virus management
- Staff develops health-safe working processes
- Staff develops virtual programs
- Material acquisition is shifted from physical items to digital items.

Written by Erin Loveland, Library Supervisor – June 2020

Adopted by and approved by: Artesia Public Library's Board of Directors – October 15, 2020

- Restrictions/blocks on library cards are lifted and expired/expiring cards are extended for four months.

Stage 2: Some public services restored – Stay-at-Home order is lifted/modified

Library services are expanded as health mandates are eased by Governor’s Office and/or local officials, but building is still closed to the public.

Additional services provided:

- Curbside services offered for requested/reserved materials and craft kits in a contactless pick up system
- Interlibrary loan services restored
- Staff prepare for opening to public
- Returned books continue to be quarantined for 7 days before being put back into circulation
- Grab-and-Go Kits available for the public to pick up during Summer Reading (items will not be returned to the library)

Preparation for this stage includes:

- Curbside Services
 - Determine location of curbside pickup
 - Develop signage for service
 - Determine schedule
 - Publicize service to public
 - Brief staff in process and proper use of PPE
 - Prepare Summer Reading kits and procedure for Drive Thru for craft supplies and prizes
- Provide masks, gloves and other PPE for staff

Stage 3: Limited Public Service Restored as Health Emergency Continues to Ease

Buildings open to public for limited hours (until mass gatherings numbers are increased) with extra social distancing procedures (limited number of people in buildings), limited seating for the public, and adequate public area sanitation supplies

Additional services provided:

- Building is open to public with restrictions: safe social distancing, hand washing/sanitizing, and face masks
- Public computers are restricted to one adult computer per table, two teen computers, and one children’s computers to provide at least six feet of distance all the way around between computer terminals.

Written by Erin Loveland, Library Supervisor – June 2020

Adopted by and approved by: Artesia Public Library’s Board of Directors – October 15, 2020

- Meeting rooms, study rooms, and conference rooms are closed to the public
- All programs continue to only be offered virtually
- Circulation, Children's and Teen Services Desk manned by one staff member per desk
- Self-check out and curbside service is still encouraged
- Regular hours restored once social gatherings are increased to groups of 25 or more

Preparation for this stage includes:

- Library publicizes opening of library with limited service hours
 - Limited hours will allow staff to reshelv items, sanitize and prepare curbside services
 - Regular hours restored when social gatherings are increased to groups of 25 or more
- Plexiglas is installed at service desks
- Test all public facing equipment to ensure it is in working order
- Establish cleaning schedule that requires staff to clean/wipe down high touch surfaces every two hours as mandated by the State of New Mexico.
- Determine whether public areas need additional cleaning prior to opening and work with janitorial staff to make that happen
- Put signs on public restrooms only allowing one person or one family in at a time
- Ensure sanitizing supplies on hand for library staff, patrons, and equipment touched by the public
- Signage requiring the use of masks by the public per the Public Health Order, as well as social distancing and hand washing/sanitizing
- Six feet markings on the floor at circulation desks / teen services / children services
- Circulated items continue to be quarantine when returned.
- Hand sanitizer and reminder signs by places where people will be sharing resources: copies, computer terminals, self-checkout systems, etc.
- Furniture will be removed and stored to discourage gathering
- Toys, coloring supplies and play kitchen removed in the children's area
- Signage stating that computer help will be extremely limited to promote social distancing between staff and patrons

Stage 4: Full Public Service Restored – All health restrictions removed

Library building completely open to the public with business as usual

Services restored include:

- Unlimited entry to the library
- Social distancing restrictions are lifted
- Public programs restored
- Interns and volunteers can return to work within the building
- Outreach programming is restored
- Meeting Room, Study Room, Conference Room reservations restored.

Written by Erin Loveland, Library Supervisor – June 2020

Adopted by and approved by: Artesia Public Library's Board of Directors – October 15, 2020

Preparation for this stage includes:

- Staff publicizes full-service restoration
- Plan and schedule programs
- Put all computers into service
- Remove signs restricting bathroom usage to one person/family
- Remove Plexiglas and other social distancing markings
- Determine if the library should still offer some virtual programming and Grab-and-Go kits
- Toys, coloring, puzzles, and play kitchen returned to children's area
- Furniture replaced
- Late fines/fees restored

Written by Erin Loveland, Library Supervisor – June 2020

Adopted by and approved by: Artesia Public Library's Board of Directors – October 15, 2020

Services of the Artesia Public Library as of October 2020

Compiled by Erin Loveland, Library Supervisor

KEY

Red Highlighted Services - Services we are currently NOT offering

Green Highlighted Services - Services we were not offering pre-COVID closure

White Highlighted Services - Services we are still offering, even if modified

Library Service	Offered Pre-COVID	Offered During Closure	Notes on Service	Would we provide the service if we opened our doors today?
Access to Physical Items	Yes	Yes	Patrons request titles via our catalog or by calling and pick up via curbside. Stacks are closed for browsing.	
Adult Programs	Yes	Yes	Virtual programs and craft kits that can be picked up via curbside	
Ancestry.com	Yes	Yes	Patrons could access it via our Wi-Fi outside.	
Book Clubs	Yes	Yes	Kitch Lit is still meeting remotely every month via Zoom. Noon Book Discussion has suspended their meetings. We have also started online Facebook groups for people to discuss titles they are currently reading.	
Children Programs	Yes	Yes	Virtual programs and craft kits that can be picked up via curbside	
Code Club	Yes	Yes	We spoke with Prenda to allow access to the coding database/platform from outside the library. Now kids/teens can practice coding from home.	
Community Center	Yes	No		No
Community Partnership	Yes	Yes	We partnered with other organizations for our modified Summer Reading program to record behind the scenes at fire department, police department, Ocotillo Performing Arts Center, a local farm and museum	
Community Programs	Yes	Yes	Providing scavenger hunts and Bingos to encourage patrons to explore the community and to get outside	
Computer Access	Yes	No	Could Provide Computer Reservations	Yes
Contests	No	Yes	To promote engagement we host contests for patrons to win prizes (i.e. grow the biggest squash (supplies provided by library), coding contests, etc.)	
Curbside Services	No	Yes	Patrons can pick up items requested and craft/program kits via curbside pickup Tuesday to Saturday - 11am to 4pm	

Services of the Artesia Public Library as of October 2020

Compiled by Erin Loveland, Library Supervisor

Library Service	Offered Pre-COVID	Offered During Closure	Notes on Service	Would we provide the service if we opened our doors today?
Database Access	Yes	Yes	Sending out passwords and login information instead of giving it out in person	
Daycare Outreach	Yes	Yes	We are providing library books and craft kits to daycares instead of having them come to the library	
Digital Library Cards	No	Yes	Patrons can get digital cards to access our digital resources and check out one physical book from our collection. Sent out info to the schools so that each student could get a card as well.	
eBooks / eAudio books	Yes	Yes	Increased our digital collection	
Family Programs	Yes	Yes	Virtual programs and craft kits that can be picked up via curbside	
Faxing	Yes	Yes	Provide faxing resources via our website where patrons can fax using their phone, tablet or computer	
Genealogy Reference	Yes	Yes	We are still conducting obituary and other genealogy research for patrons via the phone/email.	
Homebound	Yes	Yes	Contactless now	
Interlibrary Loans	Yes	Yes	Resumed in August	
Legal / Miscellaneous forms	Yes	Yes	We only print directly blank forms, but patrons can print forms with personal info via Princh. We never stopped access to our legal form database	
Librarians Shop the Shelves	No	Yes	Personalized browsing by staff for patrons. Patrons fill out a Google form and we select titles that can be picked up via curbside	
Meeting/Conference/Study Rooms	Yes	No		No
Microfilm of archived newspapers	Yes	Yes	Instead of patrons conducting the research themselves, staff is conducting the research and emailing articles directly to the patrons.	
Newspapers / Magazines	Physical/ Digital	Only Digital	Carlsbad, Roswell, ABQ plus several other USA and World newspapers available via NewsBank, popular magazines via RBdigital	

Services of the Artesia Public Library as of October 2020

Compiled by Erin Loveland, Library Supervisor

Library Service	Offered Pre-COVID	Offered During Closure	Notes on Service	Would we provide the service if we opened our doors today?
Outdoor Seating	No	Yes	Partnered with the schools to provide desks outside for children/patrons needing to use our Wi-Fi	
OverDrive eBook cards	No	Yes	Patrons may check out eBooks/eAudio Books using their mobile phone number, even if they do not have a library card	
Printing/Copying	Yes	Yes	Utilizing Princh (a remote pay and print from home service) patrons pick up print outs via curbside	
Readers' Advisory	Yes	Yes	Conduct via phone, text and email (see Librarians Shop the Shelves)	
Reference Services	Yes	Yes	Conducting reference transactions via phone/email/text instead of in person	
Senior Outreach	Yes	No		No
State Museum Pass	Yes	Yes	Only recently have historical sites reopened in the state	
Story Time Kits	No	Yes	We provide kits for families to keep that include rhythm sticks, bells, egg shakers, a scarf, hand puppet for babies, and craft supplies for preschool aged kits. Kits are for ages 0 up to age 5 and are free.	
Storytimes	Yes	Yes	Modified to online/virtual. Live storytimes for preschool via Zoom. Recorded storytimes on Facebook/YouTube. Baby Rhyme Time (Mother Goose on the Loose) started as a storytime but has changed to a Facebook group since we did not have participation	
Summer Reading Program	Yes	Yes	We had a drive thru for craft/STEM kits, prizes and reading logs. All programs were virtual via Facebook/YouTube	
Tech support	Yes	Yes	Available via phone	
Teen Programs	Yes	Yes	Virtual programs and craft kits that can be picked up via curbside	
Wi-Fi	Yes	Yes	Password is posted on doors and Wi-Fi is on 24 hours a day	