Arrowhead Library System
Librarians Meeting via Zoom
Wednesday, June 17th, 2020
9:30 a.m.

Join Zoom Meeting: https://us02web.zoom.us/j/85129075546
Meeting ID: 851 2907 5546
Dial by your location
    +1 312 626 6799 US (Chicago)

1. Call to order 9:30a.m. – Chair – Nick Dimassis

2. Secretary – Tovah Anderson

3. Approval of the May 2020 Minutes

4. Unfinished Business
    a. Shared System
        1. Share update
            a. Delivery Update
            b. May Statistics
            c. Items for SHARE agenda
    b. Technology
    c. Hoopla
    d. WPLC/Overdrive
    e. Gale Courses /Lynda.com/Transparent Languages
    f. Budget 2020/21
    g. Youth Services update- Jeni Schomber
    h. Public Library System Redesign Project
    i. ALS Board Report – Sarah Strunz

5. New Business
    a. Covid-19 Updates
    b. DPI Reopening Guide
    c. ALS Budget priorities
    d. Tracking services during pandemic – Kirsten Almo
    e. Covid-19 related Grants – Jim Novy

6. ALS Activities

7. Activities in Member Libraries

8. Adjourn

Dates to Remember:
ALS Board Meeting – July 8th – 6:00 pm @ MPL or remote

Arrowhead Library System
Librarians Meeting via Zoom
Wednesday, May 20, 2020
9:30 a.m.

To join Zoom Meeting: https://zoom.us/j/89549108644

Meeting ID: 895 4910 8644

Dial by your location +1 312 626 6799 US (Chicago)

Attendees: Tovah Anderson, Ashlee Kunkel, Nick Dimassis, Steve Platteter, Michael Devries, Anita Shultz, Charles Teval, Jeni Schomber, Kirsten Almo, Mary Bieber, Megan Kloeckner, Sarah Strunz, Steve Ohs, Jim Novy

1) Call to order 9:37a.m. – Chair – Charles Teval

2) Secretary – Tovah Anderson

3) Approval of the April 2020 Minutes
    a) Motion Kirsten Almo
    b) Second Megan Kloeckner
    c) Approved Unanimously

4) Unfinished Business
    a) Shared System
        i) Share update – Steve Ohs sent out spreadsheet yesterday asking for your reopening plans.
            (1) Delivery Update
                (a) Co-Op purchased PCs are in process of being installed.
            (2) April Statistics – *Emailed*
            (3) Items for SHARE agenda
    b) Technology
    c) Hoopla
            (1) Putting together AT&T Blue Jeans software order with LLS/SHARE.
            (2) Most libraries aren't seeing giant increases in spending.
    d) WPLC/Overdrive
        i) Michael DeVries emailed out information from WPLC
        ii) Will be a yearly increase – 5%
    e) Gale Courses /Lynda.com/Transparent Languages
        i) Statistics emailed a week or so ago
    f) Budget 2020
        i) County funding document in packet. ==If your municipal appropriation changes, let Steve Platteter know immediately so he can recalculate the formula and budget.==
        ii) ALS will cover LinkedIn learning and Creativebug for member libraries.
        iii) ALS bought 7,000 paper bags for curbside delivery, will not be purchasing more.
        iv) Libraries are interested in a bulk RFID tag buy in every other year. (Adhesives should be good for two-years.)

g) Youth Services update- Jeni Schomber
   i) Beanstack Participants: BPL, CPL, MPL, OPL, EPL, EFPL – DPI wanted a system representative from each Library system. Katharine Clark from BPL is ALS's representative. She's the go-to expert.
   ii) Youth Consultants are meeting remotely monthly.
   iii) There's a virtual performers list Jeni can share. It's a closed list at the moment.
h) Public Library System Redesign Project (PLSR)
   i) Nothing new to report.
i) ALS Board Report – Sarah Strunz – nothing new to report

5) New Business
   a) Covid-19 Updates
      i) Rock County will move away from Safer at Home to their own reopening plan tomorrow, Thursday, May 20th. Phase 1 libraries can reopen with 25% occupancy. 1 person/50 ft^2
      ii) Steve Ohs is collecting reopening plans via a spreadsheet
         (1) REOPENING PLANS
            (a) CPL – Thinking about opening June 1, 8:30-10:00 at risk call for appointment. Close to clean for an hour. Open to public11-2:30. Close for cleaning. Then open for 3:30-5:30. Encourage masks. Don't overlap staff. Try to maintain 25% but not enforce too hard for staff safety.
            (b) BPL – Leaving computers in computer lab, have removed some. Limiting the # of people in. Start June 1 with computer use. June 8th start letting more people in. Focus on hand washing, don't spit on each other, keep your distance. Staff will wear masks. Self-checks will be on counter where they normally would have slid the book to staff, staff computer will be behind the self-check. Also have a self-check kiosk where they can pay fines.
            (c) EPL – Likely next step is schedule computer appointments. Not very comfortable with browsing yet until delivery is worked out. Tentative suggestion to board next week is to continue curbside pickup through start of June. June 8 patrons by appt for 8 computers. No toys.
            (d) HPL – Keeping curbside delivery going. Will open for limited computer use and browsing June 1. Removing 1/3 of lounging furniture and spreading out. 1 chair per table. Cutting down to 1/3 or less of the # of computers and scatter them 6' apart. Looking in to a chat service to interact with computer users from the back room to limit contact. Pushing self-check and self-services as much as possible. No toys or computers in children's area. Limit where materials can be returned – probably the outdoor book drop and maybe a bin inside the door. Continue with virtual programming and librarians providing reference services from home. Not sure if police officers stationed in the building will remain or not. Computer use limited to 1 hour.
            (e) MPL – Keeping curbside delivery for now. Board meeting June 1. Will probably expand curbside delivery. Sometime in June will open for computer use appointments with cleaning time built in. Open to public depends on staffing, delivery, etc. All Milton city employees must wear masks. Adding sneeze guards.
            (f) EFPL – having a lot of staffing issues. City of Evansville is not planning to open to public until at least June 15. Current thought, expand curbside delivery, then add in computer appointments, then open to public browsing somehow. Delivery is a big piece too.

(g) OPL – Already moved furniture and computers around. Want one more thorough cleaning. Board meets 2nd week of Tuesday. Going to do a soft open, by appointment or as patrons wonder in. Capacity is 5 people. All toys and games are put away. Encouraging patrons to pick and go. Encouraging staff to wear mask when patrons are in the building. Only have one point for checkout. 1 staff out front, one in back. Continuing curbside indefinitely. Will even take it to their house's front door if asked to. Would love to open June first, need to touch base with village. May have slightly reduced hours for a while. Haven't cancelled July outdoor activities yet.

(2) Due Dates: a lot of libraries want to start getting their materials back. Mostly it's library by library right now.

(3) Book drops

    (a) EPLs are completely open.

    (b) OPL's is completely open – pushing no fines for rest of the year. MPL's open on Tuesdays and Saturdays.

    (c) EFPL never closed theirs, asked people to hold on to their items. Only emptying it on Mondays, let it sit for a week before checking it in.

    (d) HPL book drop into building has been open. Remote book drops have been closed. No plan yet.

    (e) BPL – Open Mon, Wed, Fri 10-2. Talking about adding Saturday hours. No long-term plans yet. Quarantine them on tables for three days before checking them in.

b) ALS Delivery

    i) Deilvery has been making progress behind the scenes while it's been shut down. The sorting hub has been moved to Racine Public Library. The sorting machine has been installed and is being fine-tuned – this eliminated a lot of contamination opportunities because each piece no longer needs to be handled and sorted by hand. A few runs have been made by request

    ii) Steve Ohs put out a phased delivery plan for SHARE via a delivery plan google sheet.

    iii) LLS and KCLS moved to Phase 1 are moving pre-covid materials and holds. ALS was still under a Safer at Home order at the time and remained at Phase 0.

    iv) Next week ALS will run internal delivery with a run to Racine.

    v) Motion to Start Phase 2 of Delivery Next Week, Delivery Wednesday & Friday (holiday week), then three-day delivery the following week.

        (1) Motion: Mary Bieber

        (2) Second: Kirsten Almo

        (3) Vote: Unanimously

    vi) South Central just sent an email about a delivery fun Friday, May 22nd. By Friday they'll know about future deliveries.

c) ALS Strategic Planning

    i) Revised framework and meeting recording emailed out by Melissa Mclimans.

d) CreativeBug

    i) ALS will be funding this. Should launch soon.

e) September Librarians' Meeting

    i) Move to September 23, 2020

6) ALS Activities

  a) Working on Summer library stuff

  b) Trying to find an enticing way to get patrons to share library stories

  c) Reevaluating involvement at Rock County 4-H Fair

  d) Will Get creativebug materials out as soon as I have them.

7) Activities in Member Libraries
   a) EPL – Curbside pickup is still ongoing.
   b) BPL – Curbside pickup is still ongoing. Hitting RFID tagging pretty hard. Hoping to do in person program once they open. Doing renovations, did major shift of children's collection to make room for children's programming room. Tech services moved downstairs to main work room. Most staff is back in building.
   c) MPL - Curbside pickup is still ongoing. Almost done RFID tagging. Self-check stations are being installed. Moved all summer programming online.
   d) EFPL – Curbside pickup is still ongoing. Summer Reading will be done 1 month at a time. It will probably be all online but wanted the wiggle room. Installation of donor signs has been postponed to June. Starting RFID tagging and preparing Beanstack.
   e) OPL – Curbside pickup is still ongoing. Lots of cleaning, organizing, and rearranging. Chief of Police read a books and got three firefighters to read books online.
   f) CPL – Curbside pickup is still ongoing. New building opportunity was quashed, no longer a possibility.
   g) HPL – HVAC project will be starting in June. City Emergency Operations Center is going into phase 4 so HPL staff that was helping no longer has regular hours with the CEOC but will just be called in as needed.

8) Adjourn
   a) Motion: Sarah Strunz
   b) Second: Kirsten Almo

Dates to Remember:
SHARE Meeting – June 2 – 9:30 a.m. @ TBD or Remote
ALS Board Meeting – June 10 – 6:00 p.m. @ EFPL or Remote
ALS Librarians' Meeting – June 17 – 9:30 a.m. @ BPL or Remote

2020 May ALS circ from LLS & KCLS

ALS Circ from LLS & KCLS

Checkouts

Item Library	Station Library BELOIT	CLINTON	EDGERTON	EVANSVILLE	JANESVILLE	MILTON	ORFORDVILL	Total
BURLINGTON	4	1	2	2	6	1	3	19
CL-S	7	2	1		12	6	4	32
CL-TL	3	2	1		5	2		13
DARIEN	2			2	5	2	1	12
DELAVAN	4	6		1	7	6	4	28
EAST_TROY	2	2			5	1	3	13
ELKHORN	12	3	2	2	8	3	1	31
FONTANA	1	5	1	1	2	1		11
GENOA_CITY	5	2		1	3	4	1	16
KPL-BKM	1			1	3		1	6
KPL-NS	5		1		9	4	1	20
KPL-SI	4	2		1	3			10
KPL-SW	16	2	2	4	7	4	4	39
KPL-UP		2						2
LAKEGENEVA	8		2	2	1	5		18
RACINE_BKM	2							2
RACINEMAIN	15	8	24	5	28	9	2	91
ROCHESTER			2		1			3
SHARON	5					2	1	8
UNDEFINED							1	1
UNIONGROVE	3				2	1		6
WALWORTH	1		2	1	5	2	1	12
WATERFORD	10	2	2	2	3	2		21
WILLIAMBAY	4	5	1		13	2		25
	114	44	43	25	128	57	28	439

Total KCLS   122 Total LLS   317

2020 May ALS items to LLS & KCLS

ALS Items to LLS

Checkouts

Item Library

Station Library	BELOIT	CLINTON	EDGERTON	EVANSVILLE	JANESVILLE	MILTON	ORFORDVILL	Total
BURLINGTON	4	1			4			9
CL-S	3			2	4	1	1	12
CL-TL	1		1					1
DARIEN			1					1
DELAVAN	6		3	2	6			17
EAST_TROY	9	1	1	2	2			15
ELKHORN					3			3
FONTANA		2		1				3
GENOA_CITY	3				3			6
KPL-NS					3			3
KPL-SW	28	1	4	2	38	6	3	82
LAKEGENEVA	12	1	2	2	4	5		26
LAKESHORES						2		2
RACINEMAIN	52	6	11	10	77	14	2	172
ROCHESTER		1		1	2			4
UNIONGROVE	6					1		7
WALWORTH	5	3	1	1	6	1		17
WATERFORD	2				2		1	5
WILLIAMBAY	2		1	1	5	1		10
	133	16	25	24	159	31	7	395

Total KCLS   98 Total LLS

297

ALS Circ from all libraries
Checkouts

Item Library	Station Library BELOIT	CLINTON	EDGERTON	EVANSVILLE	J_NS	JANESVILLE	MILTON	ORFORDVILL	
All	3014	474	1658	830	52	5990	1355	617	13990
BELOIT	2793		6	7		36	7	10	
BURLINGTON	4	1	2	2		6	1	3	19
CLINTON	10	425	2	3		9	6	5	
CL-S	7	2	1			12	6	4	32
CL-TL	3	2	1			5	2		13
DARIEN	2			2		5	2	1	12
DELAVAN	4	6		1		7	6	4	28
EAST_TROY	2	2				5	1	3	13
EDGERTON	19	1	1592			13	6	3	
ELKHORN	12	3	2	2		8	3	1	31
EVANSVILLE	17		1	786		11	3	3	
FONTANA	1	5	1	1		2	1		11
GENOA_CITY	5	2		1		3	4	1	16
JANESV_NS					49	1			
JANESVILLE	39	3	6	3	3	5764	33	17	
KPL-BKM	1			1		3		1	6
KPL-NS	5		1			9	4	1	20
KPL-SI	4	2		1		3			10
KPL-SW	16	2	2	4		7	4	4	39
KPL-UP		2							2
LAKEGENEVA	8		2	2		1	5		18
MILTON	13		7	6		26	1239	2	
ORFORDVILL	9	1	1			2	4	549	
RACINE_BKM	2								2
RACINEMAIN	15	8	24	5		28	9	2	91
ROCHESTER			2			1			3
SHARON	5						2	1	8
UNDEFINED								1	1
UNIONGROVE	3					2	1		6
WALWORTH	1		2	1		5	2	1	12
WATERFORD	10	2	2	2		3	2		21
WILLIAMBAY	4	5	1			13	2		25
								Total Non-ALS	439

Arrowhead - hoopla May 2020

Library Name	Total Registered (All Time)	New Patrons (Last Month)	Patrons Served (Last Month)	Sales (Last Month)	Circs (Last Month)	Sales (YTD)	Circs (YTD)
Beloit Public Library	1232	17	211	$1,335.18	795	$7,107.84	3807
Clinton Public Library	212	2	42	$225.59	139	$1,257.05	643
Eager Free Public Library	371	9	94	$482.59	298	$2,481.12	1424
Edgerton Public Library	534	20	92	$499.54	278	$2,518.18	1415
Hedberg Public Library	3240	48	624	$3,843.30	2227	$18,868.94	10001
Milton Public Library (WI)	469	8	89	$516.92	283	$2,928.10	1545
Orfordville Public Library	159	3	28	$151.16	86	$965.22	536
Total	6217	107	1180	$7,054.28	4106	$36,126.45	19371

2020 May Overdrive Statistics

Library	Ebooks	Audiobook/Music	Video/Streaming Video	Total by Library	OD Users	Holds (6-3-20)
Clinton Public Library	117	116		233	45	117
Orfordville Public Library	96	67		163	31	125
Milton Public Library	501	254		755	131	438
Eager Free Public Library	440	356		796	149	493
Edgerton Public Library	532	415	1	948	172	570
Beloit Public Library	947	679		1626	294	981
Hedberg Public Library	3613	2687	6	6306	1049	2789
Total by type	**6246**	**4574**	**7**	**10827**	**1871**	**5513**

GALE COURSES USAGE
2019 VS 2020

	2019			2020		
	Total Enrollments	Total Course Logins	Total Minutes in Class	Total Enrollments	Total Course Logins	Total Minutes in Class
JANUARY	119	523	51,108	100	631	66,840
				-19	108	15732
FEBRUARY	74	502	56,351	75	755	88,407
				1	253	32056
MARCH	89	576	60,891	150	946	104,546
				61	370	43655
APRIL	86	571	54,531	147	1,265	150,344
				61	694	95813
MAY	112	678	66,502	71	771	101,473
				-41	93	34971
JUNE	86	637	78,261			
JULY	88	654	64,077			
AUGUST	69	549	64,323			
SEPTEMBER	95	448	57,667			
OCTOBER	77	467	61,967			
NOVEMBER	59	384	54,347			
DECEMBER	67	428	48,975			

GALE COURSES
APRIL 2020 SESSION

Patrons	Library Card	Zip Code	Course Title	Session	Enrollment Date	Verification	Last Login	Time Spent	Completion Status	Enrollments
			BELOIT PUBLIC LIBRARY							
27	2.1537E+13	53511	Start Your Own Edible Garden	Apr-20	4/18/20	Verified	6/4/20 11:03	1315	Incomplete	49
	2.1537E+13	53511	Certificate in Meditation	Apr-20	4/12/20	Unverified	4/17/20 14:28	184	Incomplete	
	2.1537E+13	53511	Instant Italian	Apr-20	4/12/20	Unverified	4/19/20 10:43	287	Incomplete	
26	2.1537E+13	53511	Certificate in Global Healing Systems	Apr-20	4/9/20	Unverified	6/1/20 17:58	0	Incomplete	
25	2.1537E+13	53511	Lose Weight and Keep It Off	Apr-20	4/13/20	Verified	5/5/20 15:01	2094	Incomplete	
	2.1537E+13	53714	Human Anatomy and Physiology	Apr-20	4/20/20	Unverified	4/20/20 8:23	0	Incomplete	
	2.1537E+13	53714	Human Anatomy and Physiology II	Apr-20	4/20/20	Unverified	4/20/20 8:23	0	Incomplete	
	2.1537E+13	53714	Become a Veterinary Assistant	Apr-20	4/20/20	Unverified	4/20/20 8:23	0	Incomplete	
24	2.1537E+13	53714	Veterinary Medical Terminology	Apr-20	4/20/20	Unverified	4/20/20 8:23	0	Incomplete	
	2.1537E+13	53511	Drawing for the Absolute Beginner	Apr-20	4/16/20	Verified	4/28/20 19:09	420	Incomplete	
	2.1537E+13	53511	Luscious, Low-Fat, Lightning-Quick Meals	Apr-20	4/16/20	Verified	6/5/20 20:12	2486	Incomplete	
23	2.1537E+13	53511	Discover Sign Language II	Apr-20	4/15/20	Verified	5/23/20 13:01	4005	Completed	
	2.1537E+13	53511	Administrative Assistant Fundamentals	Apr-20	4/20/20	Unverified	4/20/20 9:10	15	Incomplete	
	2.1537E+13	53511	Lose Weight and Keep It Off	Apr-20	4/16/20	Unverified	4/16/20 7:25	10	Incomplete	
	2.1537E+13	53511	Get Assertive!	Apr-20	4/16/20	Unverified	4/20/20 9:14	2	Incomplete	
	2.1537E+13	53511	Listen to Your Heart, and Success Will Follow	Apr-20	4/16/20	Unverified	4/16/20 9:57	120	Incomplete	
	2.1537E+13	53511	Keys to Effective Communication	Apr-20	4/16/20	Verified	4/20/20 12:44	210	Incomplete	
	2.1537E+13	53511	Achieving Success with Difficult People	Apr-20	4/16/20	Verified	4/20/20 8:40	217	Incomplete	
	2.1537E+13	53511	Managing Customer Service	Apr-20	4/16/20	Unverified	4/20/20 8:41	0	Incomplete	
22	2.1537E+13	53511	Individual Excellence	Apr-20	4/16/20	Unverified	4/20/20 8:54	12	Incomplete	
21	2.1537E+13	53511-3567	Basic CompTIA A+ Certification Prep	Apr-20	4/6/20	Unverified	4/6/20 10:44	0	Incomplete	
	2.1537E+13	6050	Introduction to Stock Options	Apr-20	4/2/20	Unverified	4/2/20 7:32	0	Incomplete	
20	2.1537E+13	6050	Beginning Conversational French	Apr-20	4/2/20	Unverified	4/2/20 7:32	0	Incomplete	
19	2.1537E+13	53511	Listen to Your Heart, and Success Will Follow	Apr-20	4/15/20	Unverified	4/16/20 10:32	150	Incomplete	
18	2.1537E+13	53511	Introduction to Guitar	Apr-20	4/14/20	Verified	5/28/20 14:22	1133	Completed	
17	2.1537E+13	53511	Genealogy Basics	Apr-20	4/15/20	Unverified	4/15/20 13:47	396	Incomplete	
16	2.1537E+13	53511	Introduction to Screenwriting	Apr-20	2/9/20	Verified	5/14/20 8:57	3198	Incomplete	
16	2.1537E+13	53511	Speed Spanish	Apr-20	4/9/20	Unverified	5/9/20 9:49	0	Incomplete	
14	2.1537E+13	53511	Explore a Career in Medical Coding	Apr-20	2/17/20	Unverified	3/10/20 14:50	0	Incomplete	
13	2.1537E+13	53511	Start Your Own Edible Garden	Apr-20	3/30/20	Verified	6/6/20 9:54	6317	Completed	
12	2.1537E+13	53511	Introduction to Natural Health and Healing	Apr-20	4/15/20	Verified	5/23/20 19:40	2622	Completed	
11	2.1537E+13	53511	Lose Weight and Keep It Off	Apr-20	4/16/20	Verified	4/16/20 21:22	168	Incomplete	
	2.1537E+13	53511-4313	Introduction to Chemistry	Apr-20	4/15/20	Unverified	4/20/20 17:08	44	Incomplete	
10	2.1537E+13	53511-4313	Teaching High School Students	Apr-20	4/15/20	Unverified	4/20/20 19:10	248	Incomplete	
	2.1537E+13	53511	Speed Spanish	Apr-20	4/16/20	Unverified	4/21/20 19:06	0	Incomplete	
9	2.1537E+13	53511	Drawing for the Absolute Beginner	Apr-20	4/16/20	Unverified	4/21/20 21:31	144	Incomplete	
	2.1537E+13	53511	Introduction to Microsoft Excel 2016	Apr-20	4/15/20	Unverified	4/23/20 19:33	144	Incomplete	
8	2.1537E+13	53511	Introduction to InDesign CS6	Apr-20	4/15/20	Unverified	4/24/20 13:15	0	Incomplete	
	2.1537E+13	53546	The Keys to Effective Editing	Apr-20	4/5/20	Verified	5/15/20 19:35	1559	Incomplete	
7	2.1537E+13	53546	Beginner's Guide to Getting Published	Apr-20	4/5/20	Verified	5/29/20 22:49	1097	Incomplete	
	2.1537E+13	53511	Speed Spanish	Apr-20	4/15/20	Unverified	4/15/20 17:50	0	Incomplete	
6	2.1537E+13	53511	Effective Business Writing	Apr-20	4/15/20	Unverified	4/15/20 17:50	0	Incomplete	
5	2.1537E+13	53511	Interpersonal Communication	Apr-20	4/15/20	Unverified	4/15/20 8:39	124	Incomplete	
4	2.1537E+13	53511	Accounting Fundamentals	Apr-20	4/15/20	Verified	4/23/20 11:15	550	Incomplete	
	2.1537E+13	53511	Marketing Your Business on the Internet	Apr-20	4/15/20	Unverified	4/28/20 14:23	152	Incomplete	
	2.1537E+13	53511	Genealogy Basics	Apr-20	4/15/20	Verified	4/16/20 10:08	162	Incomplete	
3	2.1537E+13	53511	The Differentiated Instruction and Response to Intervention Connection	Apr-20	4/15/20	Unverified	4/15/20 11:17	165	Incomplete	
2	2.1537E+13	53511	Luscious, Low-Fat, Lightning-Quick Meals	Apr-20	4/11/20	Verified	5/4/20 9:42	163	Incomplete	
1	2.1537E+13	53511	Designing Effective Websites	Apr-20	3/24/20	Verified	5/6/20 8:49	927	Incomplete	
			HEDBERG PUBLIC LIBRARY							
	2.1828E+13	53545	Accounting Fundamentals	Apr-20	4/14/20	Verified	4/28/20 14:03	761	Incomplete	56
	2.1828E+13	53545	Accounting Fundamentals II	Apr-20	4/14/20	Verified	4/28/20 16:13	129	Incomplete	
39	2.1828E+13	53545	Introduction to Crystal Reports	Apr-20	4/14/20	Verified	4/28/20 14:04	362	Incomplete	
38	2.1828E+13	53548	Introduction to QuickBooks 2019	Apr-20	4/17/20	Unverified	4/18/20 16:47	124	Incomplete	
37	2.1828E+13	53511	Enhancing Language Development in Childhood	Apr-20	4/19/20	Verified	6/7/20 9:59	3228	Incomplete	
36	2.1828E+13	53548	Fundamentals of Supervision and Management	Apr-20	3/11/20	Unverified	4/8/20 13:48	0	Incomplete	
35	2.1828E+13	53546	Creating the Inclusive Classroom: Strategies for Success	Apr-20	4/28/20	Unverified	4/30/20 7:01	0	Incomplete	
34	2.1828E+13	53546-5682	Keys to Effective Communication	Apr-20	4/28/20	Unverified	5/31/20 17:35	0	Incomplete	
33	2.1828E+13	53589	Handling Medical Emergencies	Apr-20	4/5/20	Verified	5/19/20 14:48	940	Incomplete	
32	2.1828E+13	53511	Speed Spanish	Apr-20	4/15/20	Unverified	4/15/20 20:00	0	Incomplete	
31	2.1828E+13	53546	Introduction to Guitar	Apr-20	1/18/20	Verified	5/28/20 15:13	1011	Completed	
30	2.1828E+13	53548	Explore a Career as a Paralegal	Apr-20	4/13/20	Verified	5/18/20 21:15	1114	Incomplete	
29	2.1828E+13	53545	Introduction to Windows 10	Apr-20	4/1/20	Unverified	4/1/20 14:09	0	Incomplete	
28	2.1828E+13	53546	Photographing Nature with Your Digital Camera	Apr-20	3/3/20	Unverified	4/27/20 6:25	0	Incomplete	
	2.1828E+13	53545	Twelve Steps to a Successful Job Search	Apr-20	4/8/20	Unverified	4/30/20 7:59	0	Incomplete	
	2.1828E+13	53545	Resume Writing Workshop	Apr-20	4/8/20	Unverified	4/30/20 7:59	0	Incomplete	
	2.1828E+13	53545	Teaching Adult Learners	Apr-20	4/8/20	Unverified	4/30/20 7:59	0	Incomplete	
	2.1828E+13	53545	Keys to Effective Communication	Apr-20	4/1/20	Unverified	4/30/20 7:59	0	Incomplete	
	2.1828E+13	53545	Effective Business Writing	Apr-20	4/1/20	Unverified	4/30/20 7:59	0	Incomplete	
	2.1828E+13	53545	Writing Essentials	Apr-20	4/1/20	Unverified	4/30/20 7:59	0	Incomplete	
	2.1828E+13	53545	Grammar Refresher	Apr-20	4/1/20	Unverified	4/30/20 7:59	0	Incomplete	
	2.1828E+13	53545	Drawing for the Absolute Beginner	Apr-20	4/1/20	Unverified	4/30/20 7:59	0	Incomplete	
27	2.1828E+13	53545	QuickBooks 2013 for Contractors	Apr-20	4/1/20	Unverified	4/30/20 7:59	0	Incomplete	
26	2.1828E+13	53546-3553	Personal Finance	Apr-20	1/7/20	Verified	4/29/20 9:40	1395	Incomplete	
	2.1828E+13	53548	Solving Classroom Discipline Problems	Apr-20	4/27/20	Verified	5/5/20 11:28	232	Incomplete	
	2.1828E+13	53548	Teaching Students With Autism: Strategies for Success	Apr-20	4/22/20	Verified	4/27/20 13:38	391	Incomplete	
	2.1828E+13	53548	Teaching Students With ADHD	Apr-20	4/22/20	Verified	4/28/20 20:05	221	Incomplete	
25	2.1828E+13	53548	Understanding Adolescents	Apr-20	4/22/20	Unverified	4/28/20 20:06	0	Incomplete	
24	2.1828E+13	53190	Introduction to Biology	Apr-20	4/13/20	Verified	5/28/20 12:26	13216	Incomplete	
23	2.1828E+13	53546	Individual Excellence	Apr-20	4/12/20	Verified	5/28/20 7:41	2036	Completed	
	2.1828E+13	53545	Intermediate Networking	Apr-20	3/29/20	Verified	5/27/20 2:36	8066	Incomplete	
22	2.1828E+13	53545	Introduction to Networking	Apr-20	3/29/20	Verified	5/25/20 0:06	4461	Completed	
	2.1828E+13	53546	Introduction to QuickBooks 2015	Apr-20	3/31/20	Verified	6/5/20 15:09	480	Completed	
21	2.1828E+13	53546	Marketing Your Nonprofit	Apr-20	4/13/20	Verified	6/5/20 19:35	496	Completed	
20	2.1828E+13	53545	How to Make Money From Your Writing	Apr-20	4/12/20	Unverified	4/22/20 21:21	287	Incomplete	

GALE COURSES
APRIL 2020 SESSION

#	ID	Code	Course	Session	Verification	Completed	Minutes	Status	
19	2.1828E+13	53501	Introduction to Microsoft Excel 2013	Apr-20	4/27/20 Verified	5/21/20 16:32	1477	Incomplete	
18	2.1828E+13	53121	Intermediate Microsoft Excel 2013	Apr-20	4/21/20 Verified	4/21/20 8:37	133	Incomplete	
17	2.1828E+13	5312	Accounting Fundamentals	Apr-20	4/24/20 Verified	5/27/20 11:28	3178	Completed	
16	2.1828E+13	53546	Empowering Students With Disabilities	Apr-20	3/21/20 Unverified	3/21/20 9:58	0	Incomplete	
15	2.1828E+13	53545	Spanish in the Classroom	Apr-20	4/7/20 Unverified	4/16/20 15:24	495	Incomplete	
14	2.1828E+13	53546	Introduction to Microsoft Excel 2016	Apr-20	3/21/20 Unverified	4/29/20 14:25	0	Incomplete	
13	2.1828E+13	53545	Stocks, Bonds, and Investing: Oh, My!	Apr-20	4/16/20 Verified	5/22/20 11:15	372	Completed	
12	2.1828E+13	53119	Introduction to Microsoft Excel 2019/Office 365	Apr-20	4/28/20 Unverified	4/28/20 20:30	121	Incomplete	
11	2.1828E+13	53545	Introduction to Windows 10	Apr-20	4/7/20 Verified	6/5/20 7:03	360	Completed	
10	2.1828E+13	53545	Introduction to Interior Design	Apr-20	4/14/20 Verified	5/20/20 16:39	11828	Incomplete	
9	2.1828E+13	53546	Speed Spanish	Apr-20	3/17/20 Unverified	3/17/20 8:10	0	Incomplete	
8	2.1828E+13	53546	Speed Spanish III	Apr-20	2/13/20 Verified	6/7/20 19:26	8245	Completed	
7	2.1828E+13	53546	Keys to Effective Communication	Apr-20	4/9/20 Verified	4/22/20 9:46	230	Incomplete	
6	2.1828E+13	53563	Creating WordPress Websites	Apr-20	4/15/20 Verified	5/12/20 16:56	2845	Incomplete	
5	2.1828E+13	53545	Discover Sign Language	Apr-20	4/20/20 Verified	5/21/20 9:25	654	Incomplete	
4	2.1828E+13	53546	Accounting Fundamentals II	Apr-20	4/9/20 Unverified	4/9/20 13:25	0	Incomplete	
3	2.1828E+13	53546	Resume Writing Workshop	Apr-20	4/10/20 Verified	6/3/20 18:16	1368	Completed	
2	2.1828E+13	53563	Fundamentals of Supervision and Management	Apr-20	4/17/20 Unverified	4/17/20 17:15	131	Incomplete	
	2.1828E+13	53545	Get Assertive!	Apr-20	4/21/20 Unverified	4/22/20 10:04	0	Incomplete	
	2.1828E+13	53545	Personal Finance	Apr-20	4/21/20 Unverified	4/22/20 10:04	0	Incomplete	
1	2.1828E+13	53545	Introduction to Natural Health and Healing	Apr-20	4/17/20 Verified	4/18/20 0:14	181	Incomplete	

EDGERTON PUBLIC LIBRARY

#	ID	Code	Course	Session	Verification	Completed	Minutes	Status	
	2.4511E+13	53589	Become a Veterinary Assistant II: Canine Reproduction	Apr-20	4/2/20 Verified	5/27/20 13:37	3800	Completed	5
	2.4511E+13	53589	Accounting Fundamentals II	Apr-20	4/2/20 Verified	5/28/20 17:02	2905	Completed	
3	2.4511E+13	53589	Speed Spanish	Apr-20	4/2/20 Verified	5/21/20 10:48	3397	Incomplete	
2	2.4511E+13	53534	Math Refresher	Apr-20	3/21/20 Unverified	4/15/20 6:30	2	Incomplete	
1	2.4511E+13	53545	Introduction to Microsoft Excel 2016	Apr-20	4/14/20 Unverified	6/1/20 5:36	0	Incomplete	

EAGER FREE PUBLIC LIBRARY

#	ID	Code	Course	Session	Verification	Completed	Minutes	Status	
3	2.5353E+13	53536	Start Your Own Edible Garden	Apr-20	4/15/20 Verified	5/26/20 12:46	1039	Completed	8
2	2.5353E+13	53536	Certificate in Mindfulness	Apr-20	2/10/20 Verified	5/28/20 8:31	1077	Completed	
	2.5353E+13	53536	Start Your Own Small Business	Apr-20	1/27/20 Unverified	1/27/20 8:48	0	Incomplete	
	2.5353E+12	53536	Photographing People With Your Digital Camera	Apr-20	1/27/20 Unverified	1/27/20 8:48	0	Incomplete	
	2.5353E+12	53536	Introduction to Photoshop CS5	Apr-20	1/27/20 Unverified	1/27/20 8:48	0	Incomplete	
	2.5353E+12	53536	Mastering Your Digital SLR Camera	Apr-20	1/27/20 Unverified	1/27/20 8:48	0	Incomplete	
	2.5353E+12	53536	Introduction to Lightroom Classic CC	Apr-20	1/27/20 Unverified	1/27/20 8:48	0	Incomplete	
1	2.5353E+12	53536	Introduction to Photoshop CS6	Apr-20	1/27/20 Unverified	1/27/20 8:48	0	Incomplete	

CLINTON PUBLIC LIBRARY

#	ID	Code	Course	Session	Verification	Completed	Minutes	Status	
5	2.5569E+13	53546	High Speed Project Management	Apr-20	4/2/20 Unverified	4/2/20 6:23	0	Incomplete	10
	2.5569E+13	53525	Discover Sign Language	Apr-20	4/13/20 Verified	5/4/20 11:22	617	Incomplete	
4	2.5569E+13	53525	Drawing for the Absolute Beginner	Apr-20	4/13/20 Verified	5/1/20 10:40	439	Incomplete	
	2.5569E+13	53114	Learn to Buy and Sell on eBay	Apr-20	4/16/20 Verified	4/22/20 19:05	433	Incomplete	
	2.5569E+13	53114	Enhancing Language Development in Childhood	Apr-20	4/16/20 Verified	4/18/20 9:05	145	Incomplete	
3	2.5569E+13	53114	Marketing Your Business on the Internet	Apr-20	4/16/20 Verified	4/22/20 16:59	405	Incomplete	
	2.5569E+13	53525	Enhancing Language Development in Childhood	Apr-20	4/13/20 Unverified	4/28/20 6:02	0	Incomplete	
	2.5569E+13	53525	Discover Sign Language	Apr-20	4/13/20 Verified	4/28/20 12:13	871	Incomplete	
2	2.5569E+13	53525	Introduction to Microsoft Excel 2016	Apr-20	4/13/20 Unverified	4/28/20 6:02	0	Incomplete	
1	2.5569E+13	53525	Introduction to Internet Writing Markets	Apr-20	3/22/20 Verified	5/31/20 14:30	1460	Completed	

MILTON PUBLIC LIBRARY

#	ID	Code	Course	Session	Verification	Completed	Minutes	Status	
4	2.7462E+13	53563	Project Management Fundamentals	Apr-20	4/24/20 Verified	5/31/20 23:17	2070	Incomplete	6
3	2.7462E+13	53511	Start Your Own Edible Garden	Apr-20	4/15/20 Verified	6/1/20 15:43	1277	Completed	
	2.7462E+13	53563	Administrative Assistant Applications	Apr-20	4/20/20 Verified	6/7/20 10:32	93	Incomplete	
	2.7462E+13	53563	Mastery of Business Fundamentals	Apr-20	4/2/20 Verified	5/28/20 15:06	61	Incomplete	
2	2.7462E+13	53563	Business Finance for Non-Finance Personnel	Apr-20	4/2/20 Verified	5/27/20 8:04	81	Incomplete	
1	2.7462E+12	53534	Certificate in Gerontology	Apr-20	3/14/20 Unverified	3/28/20 22:54	0	Incomplete	

ORFORDVILLE PUBLIC LIBRARY

#	ID	Code	Course	Session	Verification	Completed	Minutes	Status	
2	2.9229E+13	53520	The Keys to Effective Editing	Apr-20	2/9/20 Verified	5/27/20 10:47	1059	Completed	4
	2.9229E+13	53520	Writeriffic: Creativity Training for Writers	Apr-20	2/9/20 Verified	5/24/20 8:05	1753	Completed	
	2.9229E+13	53520	Advanced Fiction Writing	Apr-20	4/3/20 Verified	5/22/20 14:15	914	Completed	
1	2.9229E+13	53511	Individual Excellence	Apr-20	4/14/20 Verified	6/7/20 0:44	2426	Incomplete	

STUDENT COMMENTS

Date	Course	Comment
Apr 15 2020	Discover Sign Language II	PLease, please, please have a Discover Sign Language III
Apr 15 2020	Resume Writing Workshop	I really enjoyed this workshop. I feel that I will be able to construct a professional resume
Apr 15 2020	Start Your Own Edible Garden	The broken links in the supplementary files were usually broken links, but were reference
Apr 15 2020	Start Your Own Edible Garden	Thank you so much for offering this course! I really appreciated the instructor's friendly t

Beloit	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
Jan-19	6	6	79	84	5.48	13
Feb-19	3	1	2	2	0.2	4
Mar-19	17	14	133	138	7.19	37
Apr-19	11	6	109	138	7.28	24
May-19	7	8	42	42	1.85	13
Jun-19						
Jul-19						
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	44	35	365	404	22	91

Clinton	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
Jan-19	2	0	0	0	0	3
Feb-19	1	0	0	0	0	1
Mar-19	1	3	9	9	0.49	7
Apr-19	2	0	0	0	0	3
May-19	2	11	80	81	3.53	11
Jun-19						
Jul-19						
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	8	14	89	90	4.02	25

Eager Free	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
Jan-19	0	0	0	0	0	0
Feb-19	2	0	0	0	0	2
Mar-19	2	3	19	19	0.97	4
Apr-19	0	0	0	0	0	0
May-19	1	0	0	0	0	1
Jun-19						
Jul-19						
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	5	3	19	19	0.97	7

Edgerton	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
Jan-19	6	4	22	23	1.62	9
Feb-19	3	7	145	149	6.84	21
Mar-19	3	4	49	50	2.9	11
Apr-19	3	1	2	2	0.03	4
May-19	6	6	68	70	3.73	20
Jun-19						
Jul-19						
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	21	22	286	294	15.12	65

Hedberg	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
Jan-19	19	32	242	264	17.29	63
Feb-19	18	27	266	287	16.88	65
Mar-19	30	42	429	453	30.89	86
Apr-19	24	39	383	399	22.03	77
May-19	14	37	426	459	25.91	53
Jun-19						
Jul-19						

Aug-19
Sep-19
Oct-19
Nov-19
Dec-19

	105	177	1746	1862	113.05	344

Milton	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
Jan-19	2	22	235	239	12.06	18
Feb-19	2	4	40	41	2.82	8
Mar-19	4	0	0	0	0	5
Apr-19	3	4	39	39	2.16	6
May-19	2	5	75	76	5.48	5
Jun-19						
Jul-19						
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	13	35	389	395	22.52	42

Orfordville	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
Jan-19	0	0	0	0	0	0
Feb-19	0	0	0	0	0	0
Mar-19	2	7	149	179	9.13	17
Apr-19	2	32	576	587	32.93	34
May-19	2	11	208	220	11.93	18
Jun-19						
Jul-19						
Aug-19						
Sep-19						
Oct-19						
Nov-19						
Dec-19						
	6	50	933	986	53.99	69

Total	Count of User ID	Sum of Distinct courses viewed	Sum of Distinct videos viewed	Sum of Total views	Sum of Hours viewed	Logins
	202	336	3827	4050	231.67	643

Transparent Language Usage Report – May 2020

Start Date: 05/01/2020
End Date: 05/31/2020
Languages: All Languages for All Languages
Reporting Group(s): All Admins (system.admin), All Learners (system.learner), All Users (system.all), Beloit Public Library (BeloitPL), Clinton Public Library (ClintonPL), Eager Free Public Library (EagerFreePL), Edgerton Public Library (EdgertonPL), Hedberg Public Library (HedbergPL), Milton Public Library (MiltonPL), Orfordville Public Library (OrfordvillePL)
Content: All Content

Other Languages 1%
Portuguese, Brazilian for English Speakers 1%
Russian for English Speakers 2%
Korean - Transliterated for English Speakers 2%
German for English Speakers 19%
Spanish, Latin American for English Speakers 42%
French for English Speakers 33%
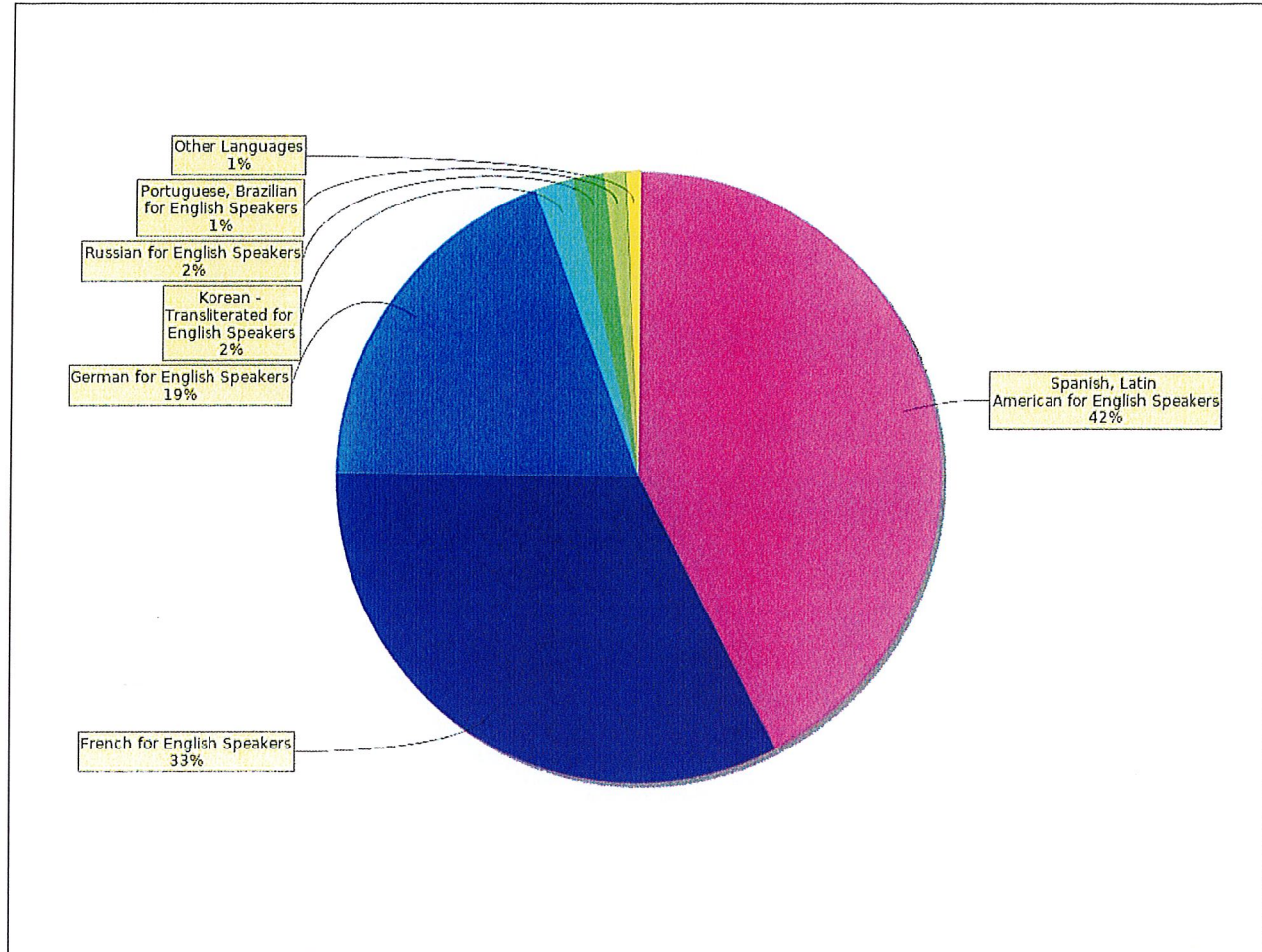
Total Access Count: 250

Language Name	Access Count	Calculated Percentage
Spanish, Latin American for English Speakers	106	42.40%
French for English Speakers	82	32.80%
German for English Speakers	48	19.20%
Korean - Transliterated for English Speakers	5	2.00%
Russian for English Speakers	4	1.60%
Portuguese, Brazilian for English Speakers	3	1.20%
Latin for English Speakers	1	0.40%
Spanish, Colombian for English Speakers	1	0.40%

Transparent Language Statistics
May 2020

Group Code	Start Date	End Date	Total Sessions	Total Unique Users	Total User Registrations	Web Sessions	Web Unique Users	Avg. Web Session Time	Total Web Session Time	Mobile App Sessions	Mobile App Unique Users	Avg. Mobile App Session Time	Total Mobile App Session Time	Total Course Downloads	Total Vocab Lesson Downloads	KidSpeak Access Count	KidSpeak Unique Users	Avg. KidSpeak Learning Time	KidSpeak Learning Time
system.admin	5/24/20	5/30/20	0	0	0	0	0	0:00:00	0:00:00	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
system.learner	5/24/20	5/30/20	32	7	0	27	6	0:33:26	15:03:07	5	2	0:06:03	0:30:16	0	0	0	0	0:00:00	0:00:00
system.all	5/24/20	5/30/20	32	7	0	27	6	0:33:26	15:03:07	5	2	0:06:03	0:30:16	0	0	0	0	0:00:00	0:00:00
BeloitPL	5/24/20	5/30/20	7	2	0	6	1	0:43:14	4:19:29	1	1	0:03:14	0:03:14	0	0	0	0	0:00:00	0:00:00
ClintonPL	5/24/20	5/30/20	0	0	0	0	0	0:00:00	0:00:00	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
EagerFreePL	5/24/20	5/30/20	0	0	0	0	0	0:00:00	0:00:00	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
EdgertonPL	5/24/20	5/30/20	0	0	0	0	0	0:00:00	0:00:00	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
HedbergPL	5/24/20	5/30/20	14	3	0	10	3	0:34:56	5:49:29	4	1	0:06:45	0:27:02	0	0	0	0	0:00:00	0:00:00
MiltonPL	5/24/20	5/30/20	0	0	0	0	0	0:00:00	0:00:00	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00
OrfordvillePL	5/24/20	5/30/20	11	2	0	11	2	0:26:44	4:54:09	0	0	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00

	All Activity	Web Activity	Mobile App Activity	KidSpeak Activity
Sessions	32	27	5	0
Unique Users	7	6	2	0
User Registrations	0	N/A	N/A	N/A
Average Session Time	N/A	0:33:26	0:06:03	N/A
Total Session Time	15:33:23	15:03:07	0:30:16	N/A
Course Downloads	N/A	N/A	0	N/A
Vocab Lesson Downloads	N/A	N/A	0	N/A
Average Learning Time	N/A	N/A	N/A	0:00:00
Learning Time	N/A	N/A	N/A	0:00:00

Wisconsin Public Libraries Reopening Guide

Wisconsin Department of Instruction, Division for Libraries and Technology
June 2, 2020

Introduction

The Department of Public Instruction (DPI), in collaboration with the Wisconsin public library community, has developed this Reopening Guide containing general information, safety considerations and clarifications, and best practices for local public libraries in Wisconsin to each develop their own plans to safely reopen the library and provide services to their communities. The principles of personal safety, risk mitigation, transparency, and capacity guide the ongoing development and application of this Reopening Guide.

Every community in Wisconsin is unique and all library decisions are made by local library boards. This guide is intended to allow libraries to make the best possible decisions for their communities. Not all libraries will have the ability to offer services at the same level or along the same timeline as other libraries. The safety of library staff and communities is of paramount consideration while evaluating the services offered.

Libraries in Wisconsin should no longer refer to the previous set of guidelines shared by DPI. With the cancellation of the DHS Safer at Home orders and, subsequently, the Office of the Governor's Badger Bounce Back Plan, there no longer are statewide public health orders for which DPI is providing compliance guidelines to public libraries.

How and when to reopen a library is a local decision based on any local governmental orders and current community health conditions. Thus, this guide is not able to and **does not** provide prescriptive recommendations that libraries should follow **nor can** this guide provide the level of operational and procedural detail that may be needed by all the differently sized libraries in the state. While this guide attempts to be comprehensive, individual libraries are encouraged to review specific health and safety guidelines and procedural recommendations from CDC and DHS and communicate with local public health experts and officials to help guide the development of local library reopening plans.

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    - Katie Zimmermann - Wisconsin Valley Library Service
- SRLAAW - Public Library System and Resource Library Directors, who make up the System and Resource Library Administrators' Association of Wisconsin, provided invaluable input.

We were also fortunate to learn from others due to the amazing collaborative nature of libraries in Wisconsin and around the country. We strongly encourage libraries in Wisconsin to continue to learn from and share with their peers to continue to help all of us be stronger together.

- Reopening procedures shared by local Wisconsin libraries
- Reopening guidelines shared by other states used as a reference for Writing teams

Reopening Guide General Overview

This guide is laid out as a process public libraries in Wisconsin can follow to develop their own local plans for reopening, as aligned with local government orders, if any, and their current community health information. The desired outcome of this guide is to provide information, based on various guidelines from the CDC, DHS, and WEDC as they relate to libraries, to empower libraries to scale and scope their decisions for reopening within their capacity to safely do so. At the same time, the intent of this guide is to provide a flexible and responsive model for how

libraries can adjust levels of services and access to the library during the current public health event related to COVID-19.

Step 1: Perform a general safety readiness assessment

Overview

COVID-19 has had an unprecedented impact on libraries and the communities they serve. Libraries are an essential part of Wisconsin communities, so creating conditions for safe use remains critical. The primary consideration in this plan is maintaining the safety of library patrons and staff while finding ways to provide necessary services that the library is uniquely positioned to perform. Providing these conditions varies greatly by community; it is based on available resources, staff capacity, size, and layout of the facility. Please contact your library system staff or municipal officials for additional assistance.

Regardless of a library's approach to reopening, the following should be implemented:

- Improving hygiene procedures for cleaning and disinfecting common areas.
- Allowing, encouraging, or requiring staff to wear protective gear such as masks and gloves while administering public services.
- Continuing to allow teleworking when it makes sense.
- Encouraging monitoring for illness and testing for evidence of current or past infection.
- Providing accommodations for those individuals who need to take extra precautions. This may include patrons or staff. Such accommodations may include, but are not limited to:
    - Providing designated service hours for this group, ideally at the beginning of the day, when the facility is the cleanest.
    - Assigning staff to tasks with lowered exposure risks.

Assess Community Conditions

Are there any local governmental orders related to COVID-19 that your library needs to follow?

Frequent and clear communication at the local level is critical at this time. Library administration, including the library board, should consider guidance offered by the municipality and the county, particularly the county health department, as no statewide public health orders are in place.

Are you aware of local community health conditions related to COVID-19?

A number of sources are available for county data related to COVID19. DHS county data, including the number of positive cases and deaths by county, is found at https://www.dhs.wisconsin.gov/covid-19/county.htm.

A visual dashboard of outbreaks at the local level can be found at: https://www.dhs.wisconsin.gov/covid-19/cases-map.htm

If you are uncertain about local community health conditions, you can find details about your local public health department, including local contact information, at https://www.dhs.wisconsin.gov/lh-depts/counties.htm.

Assess Library Safety Capacities and Abilities

Are you able to ensure the safety of your staff?

Staff Safety
- Secure the necessary protective supplies needed, such as masks, gloves, disinfectant, hand soap, hand sanitizer, and facial tissue. Be sure to train your staff in the proper use of such items:
    - High risk staff may wish to use extra PPE protections. For higher risk situations, a face shield may be worn with a mask.
    - Face masks and cloth face coverings may be required of staff (but should be recommended for the public).
    - Gloves should be used only for specific handling functions such as processing the book drop.
        - Contaminated gloves offer no protection if touching face with gloved hands.
        - Gloves must be removed in a specific way in order to prevent contamination.
        - Hands must be washed after removing gloves.
- Encourage good hygiene practices:
    - Wash hands with soap and water or use hand sanitizer, especially after touching frequently used items or surfaces.
    - Avoid touching your face.
    - Sneeze or cough into a tissue and dispose of it in the trash.
    - Disinfect frequently used items and surfaces as much as possible.

- ○ Strongly consider using cloth face coverings while in public, and particularly when using mass transit.
- Be a responsible employer:
  - ○ Use federal, state, and local regulations and guidance, informed by best practices and the Wisconsin Economic Development Corporation reopening guidelines, to develop and implement appropriate policies regarding:
    - ■ Physical distancing and protective equipment
    - ■ Temperature checks and symptom screening. Keep in mind that not all COVID cases present with a fever, and carriers may be asymptomatic. Other conditions may also cause fever.
    - ■ Sanitation
    - ■ Use and disinfection of common and high-traffic areas
    - ■ Business travel
  - ○ Do not allow symptomatic people to work. Send them home if they arrive at work and do not allow them to return until cleared by a medical provider.
  - ○ Limit staff use of shared spaces such as breakrooms; address the use of open workrooms and areas and designate specific workspaces to specific employees to reduce exposure.
  - ○ Consider scheduling models that group staff to ensure that illness in one group cannot spread to other groups.
  - ○ Consider scheduling shelving and other non-public service tasks during hours when the library is not open to the public.
  - ○ Develop a plan for accommodating/handling staff who refuse to use protective equipment such as face coverings. They may need to be assigned tasks that do not interact with the public.
- Anticipate resource needs as services are restored.

Staff Support and Preparation

- Continue to assess hiring needs as services are modified and restored. High risk staff may not be able to serve in public capacities so additional staff may be needed, but try to limit staff to the minimum number needed to provide a service, particularly regarding public service.
- Prepare talking points for staff to communicate why these measures are in place, as well as language about refusing access to those presenting symptoms.
- Prepare staff for how to handle potential conflicts between customers regarding social distancing, and train them in how to handle patrons who do not abide by safety protocols. Include de-escalation training.
- Consider adding or reassigning existing staff to address increased needs in security, behavior monitoring, and/or counting.
- Be sure that all staff understand and/or are trained in:
  - ○ Procedures for each service the library offers

- Materials quarantine techniques
- Proper cleaning and disinfecting practices for hard and high touch surfaces (at a minimum)

Are you able to set up and maintain your facility to be safe for staff and patrons?

Each library will need to determine its level of service based upon its ability to abide by such safety protocols as staff capacity, personal protective supplies, and ability to maintain proper distancing. As a result, the library may need to adapt by instituting such service models as a staff-monitored approach to serving the public (such as having a staff member count the number of people in the building), an appointments only service model, or a "take a number" system, in which one person can only enter as another leaves.

Cleaning

- Use CDC guidance for [Cleaning and Disinfecting Your Facility](#). While it is generally considered best practice to increase cleaning, the frequency of cleaning and disinfecting must be determined at the local level, based on CDC and OSHA guidelines. This link includes what to do if an employee gets sick after returning to the workplace.
- Increase custodial services as more people are allowed to enter the library. Be sure to communicate about cleaning expectations.
- Utilize [CDC guidance for employers](#) for other useful information, including how to maintain a healthy work environment, reducing transmission, and a workplace decision tool.

Entryway(s)

- Post signage on the front door letting customers know about changes to your policies and instructing them to stay away if they are experiencing COVID-like symptoms.
- Install sanitizing stations (with hand sanitizer that is at least 60% alcohol) at the entrance to your business and encourage patrons to use them.
- Tape off areas outside the entrance to reinforce social distancing for those waiting to enter.
- When a library has only one entrance/exit, consider designating IN and OUT door(s).
- When a library has multiple entrance/exit locations, consider designating the different entrance locations as IN or OUT doors. (Example: the East entrance is IN only; the West entrance is OUT only. Consider exceptions for those with disabilities or mobility issues.)
- Provide ample signage and directional tape to encourage one-way traffic patterns.

Spacing

- Consider offering contactless transactions whenever possible.
    - Consider suspending fines to minimize touching cash.
    - When exchanging items, do not touch your face afterward. Ask customers to place items on the counter rather than directly into your hand. Clean the counter after each patron at checkout and use hand sanitizer between transactions.
    - Consider having patrons scan and bag their own material (or hold it while staff scans).
- Modify service desks and access points:
    - Ensure that the layout of service points allow for social distancing, including space between employees and patrons.
    - Consider adding clear barrier protection.
    - Train staff to use hand sanitizer immediately prior to handling a patron's library card and have it available for patron use as well.
    - Remove brochures and other physical materials from common areas; provide on an as-needed basis.
    - Consider any reasonable accommodations necessary for individuals with disabilities (those hard of hearing may have difficulty with protective screens and being served by someone wearing a mask; plan for such encounters).
- Space computers out, increase the number of laptops, and begin preparing for job seekers.
- Remove most seating from the public space to discourage close contact. If this is not possible, space seating to ensure distancing requirements or put signs on seating if they are not to be used. (Consider using closed meeting rooms for furniture storage, as a possible option.)
- Add service line spacing guides (tape lines six feet apart on the floor, as done in stores) and walking paths to encourage one-way traffic flow and minimize interactions; cordon off collections or restricted areas.
- When you begin to allow collection browsing, consider placing well-labeled drop-off bins throughout the stacks. Include these items in your materials quarantine process.
- When computers become available to the public, make sure that the seating is spaced out enough to encourage social distancing.
    - If possible, separate computer workstations with protective barriers. Shower liners are inexpensive and washable.
    - Allow extra time between bookings for proper sanitation of high touch areas of the computer, keyboard, mouse, and barrier.
    - Consider disposable keyboard covers that are changed between uses.

Restricting/Limiting

- Determine which restrooms-- if any-- are available to the public. **Be sure to get local guidance from the municipality before closing public restrooms**. If closing restrooms is an

option, place a sign on the doors indicating that the library lacks the capacity to clean restrooms with the frequency required to provide a safe environment.
- Disable or block public drinking fountains from use.
- Limit or remove shared items from common-use areas:
  - Toys and other manipulatives
  - Headsets and other shared equipment that are not easily disinfected
  - Writing utensils, brochures, etc.

Other Facility Concerns

Frequently clean and sanitize **touchpoints** in all common areas. These include, but are not limited to: tables, desks, door handles, light switches, elevator call buttons, phones, and public restrooms (soap dispensers, faucets, handles, flushers).

Provide hand sanitizer at key locations and near **shared equipment:**

- Self checks
- Printers
- Copiers
- Computers
- Online catalogs

Modify **inside air** as much as possible, engineering controls to increase ventilation rates. Increase the percentage of outdoor air that circulates into the system. Workplaces should review guidance from the American Society of Heating, Refrigerating and Air-Conditioning Engineers and consult with HVAC professionals when considering ventilation changes to reduce the risk of COVID-19 (see The Risks- Know Them - Avoid Them for more information).

Common-use areas (such as lounge areas, meeting rooms, and child play areas) should be closed to the public if it is not possible to ensure proper social distancing. As services expand, consider reducing the number of tables, chairs, couches, etc., or moving them six feet apart.

Have you developed amended temporary policies, as needed?

As services gradually expand, various policies may need to be amended. This may be done by temporarily amending existing individual policies, or by developing a pandemic policy that supersedes specific details in multiple existing policies, should local conditions warrant such exceptions. Regardless of the approach, these policies should define the duration for which any changes will be in effect, and all must be approved by the library board.

Policies worthy of consideration may include:

Personnel

Personnel policies may be amended as needed to address modifications to routine work and job descriptions. Consider the following when temporarily amending your personnel policy to accommodate COVID-19 issues:

- Adjustments to work environments, such as teleworking.
- Accommodations for staff in high risk situations (either staff or family).
  - Limit or eliminate patron interaction
  - Provide work from home option
- Expectations regarding employee protective measures, such as social distancing, use of personal protective equipment (PPE) and cloth face coverings, temperature monitoring, etc.
- A protocol for addressing employee sickness and/or COVID exposure. This may include increased flexibility in using sick time, waiving "doctor's note" requirements (due to healthcare capacity issues), and clear details as to when an individual may return to work.

Consult with your local human resources or municipal attorney for additional guidance.

Circulation/Services

A circulation policy might include such temporary amendments:

- Reduced hours when the library is open to the public, to allow for more thorough cleaning, quarantining, and shelving; it also helps to limit exposure.
- Reduced hours for returning materials and accessing book drops.
- Dedicated hours for individuals (preferably at the beginning of the day, when the facility is at its cleanest).
- List of services available by appointment only. This may include computer use for job and government benefits seeking, but may also include other services, such as take-out materials orders.
  - Consider in your plan that not all people have access to phones and computers to make appointments, especially at this time.
- Time limits to remain in the library. Encourage brief and purposeful visits-- reducing conveniences that encourage lingering/browsing will help enforce this.
- Continuation of alternative services, to help mitigate the demand for in-person services:
  - Robust virtual programs and services
  - Curbside service
  - Books by Mail
  - Contactless home delivery
  - Bookmobile service
  - Take-out materials orders

Patron Behavior

An amended behavior policy might add certain restrictions on behavior that would otherwise be acceptable, or at least tolerated. Examples include observing social distancing rules, covering face when coughing or sneezing, and following traffic patterns and avoiding restricted areas. While these "misbehaviors" might be temporary, the penalty may not be different than for any infraction. Include clear language that anyone not adhering to the safety precautions outlined in the procedure may be asked to leave.

Sample language of an amended behavior policy:

Safety of our patrons and staff is our number one priority. Anyone not following established safe policies set forth may be asked to leave the facility. If you or any person in your household is not feeling well, please remain home for the safety of everyone.

- *Six feet social distancing must be maintained with anyone who is not a member of your household.*
- *Only "X" persons from the same household may enter together.*
- *Prolonged socializing is not permitted at this time.*
- *We will operate at a reduced capacity to comply with social distancing requirements.*
- *Restrictive tape or barriers of any kind may not be removed to accommodate access.*
- *A face covering is highly encouraged for anyone over the age of 2, unless a medical condition prevents its use.*

Privacy Implications

Any documents created by the library in response to policy, procedural, or documentational changes are public records and, therefore, are subject to Wis. Stat. Sec. 43.30 and the library's records retention procedures. For example, if the library opens by appointment only, those records are subject to s. 43.30 and records retention.

Step 2 - Determine level of access to the library and services based on safety readiness

Based on a library's safety assessments, a library can use the following information to guide the development of its reopening plan. Only the local public library has the authority to determine what, if any, level of service it will provide.

Occupancy

How can the library determine how many people it can safely allow in the building or different spaces in the library at one time?

Libraries should consider a slow and deliberate approach to reopening; as such, occupancy may be adjusted to ensure adequate social distancing and the risk of exposure. To safely do so, library administration should consider the following:

- Local conditions, such as gating criteria and health department guidance, should be used to determine the appropriate level of occupancy for the library.
- Reduced occupancy is only one aspect of safety, and should be used in accordance with **other safety protocols**, such as social distancing, use of personal protective equipment, cleaning and disinfecting protocols, and staff capacity.
- Staffing levels (FTE) should be considered when determining the best approach to monitoring occupancy. For example, libraries that are generally understaffed may not be able to dedicate staff to counting patrons at the door; in this case, service by appointment may be more efficient. To help determine this, refer to Wisconsin Public Library Standards, Appendix A (or B), page 27, and calculate FTE per 1,000 population. Libraries that fall below the Tier 2 value may wish to consider alternative approaches to dedicated staff door counters. Such alternatives might be service by appointment (allowing walk-ups for those who do not have access to a phone or computer), "take a number" options, or utilization of healthy volunteers.
- Large libraries should strongly consider starting at a lower capacity and increasing occupancy more gradually, as their facilities are inherently more difficult to monitor from an occupancy standpoint, and the risk of significant exposure is greater than in smaller facilities with greater visibility.

An occupancy calculator has been developed to assist Wisconsin public libraries to determine for themselves an acceptable number of patrons to occupy their public spaces at any given time. The calculator uses International Fire Code Section 1004 guidelines on maximum occupancy (an allowance of 60sqft per person), and then calculates the square footage of public space based on your input. Percentages of reduced occupancy are then calculated from the public space value, based on the widely accepted percentages recommended for retail and public spaces.

To use the calculator, perform the following steps:

1. Access the Occupancy Calculator spreadsheet. **This document is set to view only; you must make a copy of it for your own use.**
2. Find your library's square footage on the Total SQFT tab, if needed (Source: 2019 annual report). Branch locations are not on this spreadsheet.

3. If you know the approximate square footage of your restricted spaces, go to Tab 2 (SQFT). If you do not know the square footage, go to Tab 3 (Percent).
4. Enter the total square footage of your library (or the space you are calculating occupancy for) in the space provided.
5. Answer the questions on rows 3-5 in either square footage or percent, depending on the tab you have chosen to use.
6. The spreadsheet will automatically calculate the number of people who can occupy your public space at all three levels (10%, 25%, and 50%).

NOTE: Libraries may also use the Occupancy Calculator to determine capacity for well-defined areas/zones within the library, such as individual rooms, floors, or departments. When calculating occupancy for such spaces, use the total square of that space instead of the total square footage of the library, and then enter the square footage (or percent) of the space that is inaccessible to the public.

To manually calculate reduced occupancy, use the following three-part formula:

Total Square Footage   -   Sqft of Inaccessible Spaces   =   Public Space

Public Space   /   60   =   Maximum Occupancy of Public Space

Maximum Occupancy   X   Percent Occupancy   =   Reduced Occupancy
of Public Space   (0.10, 0.25, or 0.50)

Generally, libraries may choose to begin at 25% occupancy, based on the factors detailed at the beginning of this section. Large libraries, libraries in communities with a higher number of positive cases or trending upward in the number of cases, or those with recent outbreaks may choose to use 10% occupancy. Libraries in communities with little to no COVID-19 activity (some states have recommended those with fewer than 5 cases) may increase capacity to 50% occupancy. Look to your local health department and municipal officials for guidance when making this decision.

See the FAQ section to determine whether staff are to be included in your occupancy count.

Service Levels

Overview

By continually assessing library safety capacities and readiness, including establishing reduced occupancy limits for the library, a library establishes a framework to help guide the decisions about what level of services a library is able to provide in a safe manner. As part of this continual

assessment mindset, a library will need to regularly consider new or temporary procedures for providing services.

- Determine what temporary procedures are needed for services not typically offered. Examples may include curbside service, take-out materials orders, virtual reference/readers advisory, and distanced computer assistance in early phases of reopening, but other procedures may need to be modified as services are restored.
- Consider variables out of your control. Even if your library is ready to reopen, other libraries or other partner organizations may still be in suspended-service mode, including: vendors, suppliers, schools, small businesses, and courier services. Consider how your library operations may be impacted and adapt procedures accordingly.

What health and safety information should be considered to safely handle library materials?

General Physical Materials Handling Information

Materials handling is a complex issue due to the potential for transmission and the need to handle different types of materials differently. In addition, some level of uncertainty exists in the amount of time necessary to quarantine materials, pending results of IMLS funded, library-specific research that is currently underway. Thus far, different lengths of time have been suggested for quarantining materials. For example, according to research by the National Institutes of Health, the virus that causes COVID-19 can last up to three days on plastic, and for a lesser amount of time on cardboard and other materials. Other research studies have also noted that the virus may live as long as up to seven days on some materials, such as the Lancet Study.

In light of this, the public library systems have determined that a quarantine of at least three days may be the most effective method of disinfecting library materials at this time. Library staff should have as little contact with materials as possible before quarantine is completed, and should wear appropriate Personal Protective Equipment (PPE) when handling unquarantined materials if possible. These are minimum recommended practices; local libraries and systems may choose to extend quarantine times based on capacity, comfort level, etc.

Quarantine research results will be shared as information becomes available.

Return of Materials to the Library by Patrons

Patrons should deposit materials in a well-marked, controlled receptacle to ensure proper materials handling. A controlled receptacle may be a book drop, wagon, or box. Having a

designated and well-marked location for returns reduces the risk of contagion due to inconsistent handling. Returned items may then be quarantined.

Quarantine of Library Materials - Procedure

- Place all returned materials in some type of container that can be closed, if possible. If this is not possible, place items onto book carts and put filled carts in a designated quarantine area.
- Place tags on containers or carts to indicate the date the containers or carts were placed in the quarantine area. Container options could include:
  - Book drop bins
  - Cardboard boxes
  - Refuse/recycling containers - one library partnered with their city to use municipal containers of this type
  - Garbage cans with lids (clean/new)
- Establish a quarantine area for materials and train staff to avoid contact. Some libraries have designated their unused meeting and study rooms as quarantine areas; others are using their closed off stacks.
- Quarantine all materials for a minimum of 72 hours (3 days). Use some kind of system to seal, if possible, and date containers or whatever is being used to store items in quarantine.
- Follow recommended safety protocols when handling materials.
  - Instruct staff should regularly and frequently wash their hands.
  - If gloves are required to remove unquarantined materials from book drops, staff should be trained in their proper removal and instructed to wash hands afterward.
    - The use of gloves may serve as a reminder and deterrent to avoid touching one's face, which can help reduce exposure. However, They may also give a false sense of security that could lead to increased face touching. Consider these resources when making your decision.
      - https://health.clevelandclinic.org/why-you-shouldnt-wear-gloves-to-the-grocery-store/
      - https://pubmed.ncbi.nlm.nih.gov/20828485/
    - Libraries may wish to research options about the best types of gloves to purchase for staff use, if you choose to use them.
  - Ensure distancing between co-workers of at least six feet, ideally with separate workstations when processing returned materials.

New Materials Acquisitions

- Establish a quarantine area for your incoming materials from vendors and ensure staff know where it is located to avoid contact. Quarantine for 72 hours.
- Unbox materials from your shipment. Place items on the cart. You can wear gloves to do this, but whether you do or don't, you should wash your hands immediately afterward.

- Recycle or throw away the cardboard box. Since the virus can live on cardboard for up to 24 hours, staff emptying recycle bins or trash cans should take precaution and wear gloves and/or wash hands afterward when handling collection and disposal.
- Process them as normal, after quarantine is complete.

If our library decides it can circulate materials to patrons, what are options we may consider to do so safely?

Suspension of Physical Materials Circulation

A library may choose that, in the interest of staff and community safety, it is best to not lend physical materials to patrons or accept the return of materials from patrons until it is considered a safe option. If a library chooses to suspend circulation, it may:
- Work with its library system to change ILS settings as needed per the library system's specific ILS platform.
- Lock or restrict exterior book drops if possible.
- Communicate with the community about the library's decision and promote services that are available beyond materials lending.

Curbside Pickup

When offering curbside pick-up of books and other library materials:
- Ensure proper distancing of staff when processing materials.
- If feasible, have patrons schedule their pick-up time to control the workload for staff and vehicle traffic flow. If this is difficult for a library to do, consider providing a number patrons can call or text from their vehicles when they arrive at the library to pick up their materials.
- Place items in a predetermined location; patrons may pick up materials after staff is at least six feet away to ensure social distancing.
- Nontraditional items may also be considered for pick-up: computer printouts, special collection items that can be disinfected (cake pans, etc.), hotspots, laptops (if policy allows and disinfection is possible), and others.
- Patrons picking up materials may show a library card or ID; this can be done through a car window or glass library door.
- Materials may be bagged and labeled with the library card number to ensure privacy.
- Staff should be discouraged from accepting returns when delivering materials curbside when possible. Instruct patrons to place returns in a designated controlled receptacle (such as a book drop, wagon, box) to ensure that proper materials handling guidelines are followed.

- If staff are permitted to accept returns when delivering materials curbside, they should only do so if outfitted with the proper personal protective equipment, and should place returns in the controlled receptacle to ensure that proper materials handling guidelines are followed.
- Materials available for lending may depend on availability of titles in your library's own collection, your library system's capacity to offer delivery, ILS activity, etc.

Books by Mail

- In a Books by Mail program, the materials placed on hold would then be mailed to the patron rather than picked up.
- This may be a valued option for those who are at higher risk for developing more serious complications from COVID-19 illness.
- Be advised that, while some patrons may qualify for a "Free Matter for the Blind and Other Physically Handicapped Persons" program, offering Books by Mail to non-qualifying individuals may be cost-prohibitive to your library.
- No fees may be charged for this service and proper quarantine of materials prior to mailing and upon receipt is necessary.

Home Delivery

Home delivery of books and other materials may be offered, based on the ability to abide by public health protocols for staff and patrons. Consideration should be given to whether:
- sufficient staff or trained volunteers are available to restart home delivery;
- protocols are in place to assure the person delivering uses protective equipment and both the person receiving and person delivering can maintain social distancing;
- appointments are used to assure sufficient staffing;
- collaborations/partnerships are possible with other community organizations that already have delivery services in place (e.g. meal deliveries).

Circulation Inside of the Library

As services expand, libraries will open the library building to the public with reduced or full occupancy, based on local health conditions and guidance. However, libraries may continue to provide contactless and reduced-contact services, such as curbside service, books by mail, and home delivery, as an enhanced service. This may be of particular importance to those individuals who need to take extra precautions.

What do systems and member libraries need to consider to safely have delivery happening between libraries?

This section relates the process of incrementally increasing or decreasing resource sharing within systems and statewide. Please note that "resource sharing" refers to the movement of materials between libraries.

Also, libraries must understand that **local delivery that libraries receive from their system is different from the statewide delivery network that connects the headquarters of the 16 systems.** The following definitions are intended to help with this differentiation.

- **Intra-ILS resource sharing and System Delivery** refers to resource sharing among libraries on the same ILS involving only local delivery provided by a library system to its member libraries. Each library system, in coordination with its members, is responsible for deciding what level of delivery it will provide as it restarts its services and to what extent it turns on the "spigot" of ILS holds.
- **Interlibrary loan (ILL) and Statewide Delivery** refers to resource sharing involving libraries on different ILS platforms where materials are shipped through the statewide delivery service or mail for delivery to out-of-state lenders.

Delivery Quarantining methodology

The library system delivery managers have agreed to the following two conditions related to quarantining bin/totes through delivery:

1. In the delivery supply chain, the quarantining period begins when a bin/tote has been filled and sealed. When a bin is opened to be sorted or processed, the items within it are considered unquarantined.
2. The quarantine time for sealed bins/totes is a minimum of 72 hours. Common practice is to seal the bin/tote with tape/sticker and write the date and time on the tape/sticker indicating when the bin/tote was sealed. This allows the receiver of the bin/tote to be assured that the quarantine has been completed.

System delivery services and member libraries should come to an agreement upon when the quarantine process occurs in the delivery supply chain, and develop a clear procedure that reduces confusion about whether quarantine is complete. (See the example of using tape/sticker above; if a bin/tote does not have a date on it, or the tape/sticker seal has been broken, the receiver of the tote should assume that quarantine was not fulfilled and should begin a quarantine of 72 hours.)

Delivery exchanges at libraries

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- Library staff are encouraged to vacate the delivery exchange area if staff are present when deliveries are made. Drivers maintain a six-foot distance from others or wait until people clear their pathway inside.
- Drivers wear masks when entering and exiting libraries.
- Library staff clean door handles and any other surfaces touched by the delivery driver after the driver leaves.

Enroute procedures for delivery drivers

- Drivers sanitize their hands before and after every delivery (gloves are optional and come with guidelines for proper use and disposal), including disinfecting hands (wipes or sanitizer) before entering the cab of the van to reduce the amount of interior van cleaning required during the delivery route.
- Drivers log where they have been, noting approximate times, to facilitate contact tracing. This could include documenting any unusual encounters or concerns during the route to assist in additional training considerations for staff.
- If a driver is concerned about their safety for any reason, allow them to contact system/delivery management staff to discuss. It may be necessary to discontinue a delivery attempt if safety cannot be satisfactorily guaranteed.

Sorting and scheduling at system delivery hubs

- Where possible, utilize currently unused office areas or meeting rooms to provide additional social distancing for delivery sorting.
- Sorting staff should practice social distancing and wear masks when encountering other staff.
- If multiple sorters are working at the same time, have the same staff work with each other each day, as much as possible. For example, if you have three equal sized groups, they can be assigned to work in two separate shifts, while the third group is idle and would rotate weekly. This can be done a number of different ways. The goal is to keep groups the same in order to protect staff from sustained exposure; as a good means of contact tracing; and to suppress outbreak potential from the entire staff.
- Stagger delivery route start and end times farther apart to reduce numbers of staff present at one time.

Coordination between System Delivery and ILS

The resumption of filling non-local holds should be done in coordination with the system delivery service and member library capacities, to handle the volume flowing through delivery safely.

A great example is the [SHARE Consortium (Arrowhead, Kenosha County, and Lakeshores Library Systems) COVID Delivery Plan.](#) This plan details incremental steps for increasing the materials patrons can place holds on while also slowly increasing delivery frequency. Each step to move to a new phase of holds allowances and delivery frequency is based on successfully meeting gating criteria to help with decision making about whether to proceed to a higher level of service or to reduce service should conditions warrant.

What information is there about the resumption of statewide resource sharing via ILL/WISCAT and statewide delivery?

The resumption of regular statewide delivery and ILL/WISCAT services will be a collaborative decision between statewide delivery providers and WISCAT staff. In the meantime, the following information is provided to help libraries understand the current status of statewide resource sharing.

- WISCAT requests should not be placed for physical materials until WISCAT staff communicate that libraries can begin submitting requests as this is dependent upon the resumption of regular statewide delivery service.
- It is still possible to place requests for nonreturnables such as articles.
- Some libraries have received ILL materials prior to the shutdown that are now overdue, but have not yet been loaned out to patrons. Libraries in this situation may wish to contact the lender for information on how they would like the material handled.
- While requests for physical materials should NOT be sent through WISCAT at this time due to statewide delivery being suspended, DPI recognizes that if local delivery is again operational, without use of WISCAT, some libraries may not have a means of borrowing/lending with nearby libraries on their local delivery route if they are not part of the same shared ILS. WISCAT libraries in this situation are encouraged to contact the WISCAT team at dpirllill@dpi.wi.gov to discuss options.
- WISCAT staff and statewide delivery coordinators are meeting each week to determine when statewide delivery will resume to support interlibrary loan.
- WISCAT staff will send weekly updates to WISCAT users with information about the status of statewide delivery and WISCAT requesting and lending.

What service options should libraries consider to safely provide access to technology, training, programming, etc.?

When considering expanding services, a library may consider creative ways to utilize spaces and accommodate families:

- Allow same-household groups to "reserve" a common-use area for a set amount of time.
- Utilize common areas in alternative ways (i.e. Unemployment training, etc.) if able to do so while maintaining social distancing.

WiFi/Internet Access

Internet access is critical, particularly at times of economic uncertainty. The following are options for libraries to adapt and enhance methods for providing this access.

- Outside of the library access:
  - Libraries are strongly encouraged to boost wireless signals, provide additional points of access, and keep WiFi active 24/7 for community members to connect outside of the building.
  - Circulate hotspots, laptops, and smart devices whenever possible.
- Inside the library access:
  - You may consider prioritizing the needs of individuals who need to take extra precautions for access and/or time limits.
  - Access to public computers in the library may be offered as long as social distancing requirements are met.
  - Increased cleaning of public computers, following CDC guidelines (see electronics section of that page) or manufacturer specifications, is recommended.
  - Patron privacy, including the reason they need a computer, must be respected at all times.
  - In-house lending of internet-accessible devices (e.g. laptops, tablets) is recommended to facilitate social distancing.

Technology Training and Assistance

In-person technology training and assistance can be delivered as long as social distancing requirements are met, including wearing masks and not sharing keyboards and mice. Service options also include:

- Providing virtual training and assistance, assistance over the phone, or via email, webforms, and chat.
- You may consider prioritizing the needs of individuals who need to take extra precautions for access and/or time limits.
- Consider offering appointments for technology training and assistance.

Bookmobile services

If providing bookmobile services, the following are considerations of best practices:

- Consider only having one person--the driver-- permitted to travel inside the cab of the bookmobile; any additional staff would travel separately.
- Consider individuals who need to take extra precautions when planning your service routes.
- Bookmobiles may be used for curbside pickups and limited services if all social distancing, occupancy, and gathering recommendations are met.

- *Bookmobiles are encouraged to offer WIFI.*

Outreach visits

Libraries may choose to offer outreach visits based on the ability to abide by public health protocols for staff and outreach site patrons. This may involve:
- provision of virtual outreach programs, whether streamed live or recorded;
- working with administrators of facilities and organizations that work with individuals who need to take extra precautions (i.e. assisted living; daycare centers; shelters) to develop safe service models;
- consideration of staff capacity to deliver this service;
- and consideration of prioritizing the needs of individuals who need to take extra precautions when planning outreach visits.

Remote programming

The safest option for library programming continues to be remote programming-- programming that is conducted without library staff/volunteers and the public in the same physical space at the same time. Examples include:
- Grab & Go: It is recommended that disposable materials are provided, and not expected to be returned. Grab & Go materials should also be available via home delivery (if providing) or by post (if possible).
- Self-Directed Activities: Activities that encourage reading, learning, and recording activity on one's own. This may involve using a virtual reading challenge platform, or paper challenge sheets or reading logs that are returned to the library.
- Around Town Programming: Programs that can be done independently outside the home, without encouraging social interactions, such as library-created scavenger hunts or library-sponsored StoryWalks.
- Offline or Screen-Free Programming: Programs that can be done independently and without internet access. This might include any of the activities listed above, in addition to postal correspondence activities or activities like trivia questions, I Spy posters, or interactive displays in a library window or the door that encourage families to engage in activities on their own. It is recommended to provide some programming that does not rely on internet connection for the sake of equity and desire for limiting screen time.
- Virtual Programs: Programs that can be conducted online, streamed live, and/or recorded such as a book club with online meetings, virtual storytime, or streamed performance by a musician.
- Community Event Tech Support: Support community meetings or events by hosting via the library's online meeting platforms, providing technical assistance, and/or supplying equipment, if able.

In-person programming

Providing in-person programming inside the library requires thoughtful consideration by the library about its ability to do so safely. If a library does decide to provide in-person programming, the following criteria should be considered:
- The ability to do in-person programming within a library space according to a library's capacity to do so with social distancing and within the library's occupancy calculations.
- Offer outdoor activities whenever possible, where internal air is not circulating.
- Staff training in all aspects of social distancing protocol for themselves and others. Consider how expectations will be communicated to patrons, and how they will be enforced. In particular, be cognizant of how some age groups may have a harder time adhering to rules (e.g. toddlers, teens).
- Require registration in numerous formats (phone, email, online form, paper) for the following reasons:
  - Registration helps communicate safety protocols, including behavior expectations (e.g. smiles and high-fives from afar--no hugging).
  - Registration helps ensure that capacity is not breached.
  - Registration helps manage potentially higher than normal program attendance (people might be coming out of the woodwork).
  - Registration may help with contact tracing, if necessary.

Step 3 - Board and Communication Considerations

Library Board Meetings

How can the library board meet safely and legally to provide leadership and make decisions necessary for the library to be flexible and responsive to changing circumstances?

The library board may resume meeting in-person if they can comply with social distancing requirements and open meetings law. Such compliance includes allowing the public to monitor the meeting in real time. If virtual meetings have been successful, then continuing them may be the easier path. Libraries should contact their public library system staff or municipality for guidance.

Messaging

What are practices we should be considering to communicate with various stakeholders in our library and community?

Libraries should keep communication channels open between the public, municipalities, library board, director, and staff and coordinate expectations as much as possible. The following are sample messages libraries can use to help with their communications.

Sample Message to the Public

Dear Library Friends,

The _____ Library may look quiet on the outside, but we are as busy as ever on the inside. Although we are no longer functioning with limits from Executive Orders, COVID-19 still is around. As we care about our library patrons and staff, we continue to take safety precautions. As we begin to re-open to the public, our plans and procedures are being informed by guidelines of county, state, and national health organizations, the (your municipality), and by the availability of adequate safety and cleaning supplies for conducting business in a way that protects patrons and staff.

Keep watching our website and social media for updates on the services we are offering and our reopening plans. As always, we are happy to provide _____, _____, ebooks through OverDrive & Libby, and more from our website (_____), and help for jobseekers through LearningExpress Job & Career Accelerator at badgerlink.dpi.wi.gov.

We love our library people and just can't wait to see you!

Stay safe,

Library Director

Sample Message to Decision Makers

Dear _____,

In past times of hardship, libraries have been the place people rely on to get them through. With this unprecedented health crisis, the _____ Library is needed now more than ever. Since the beginning of the Safer At Home Order, library staff have been working harder than ever behind the scenes to provide the public with the services they rely upon, in virtual form. Our library has been assisting the public with a myriad of requests, from health and government information, to storytimes and homework help, to job assistance. We have been here every step of the way to help support and enrich the lives of (your municipality) residents.

As the (your municipality) reopens, please know that the _____ Library is working diligently to open its building safely, with regards to personal protective equipment, safe materials handling, and social distancing. We are also working on logistics on how to serve the great number of residents that will need assistance with job searching, small business resources, and assistance with various state and federal aid applications.

Here is what we have planned for our reopening:

(Dates and examples of levels of service that will resonate with decision makers)

Thank you for all of the support and investment in the _____ Library.

Sincerely,

Library Director/Library Board

Talking Points for Library Staff

- Staff and patron safety are our primary consideration at this time; all modifications to typical library services are necessary to protect our community and are guided by your local health department, DHS, and CDC safety protocols.
- Materials sharing, holds, ILL, and regional and statewide delivery are very complex, interconnected processes. Each of these moving pieces may be enacted at a different time. Just be aware that we are evaluating these important services on a weekly basis and will resume each of them when it is safe.
- All materials are quarantined for a minimum of 72 hours.
- We are doing our best to restore services. We will do so gradually, when it is safe for everyone.
- Some services may take longer to resume than others, based on the risk of exposure and the capacity of staff to mitigate the risk. In the meantime, we are offering _____.

FAQ

Are staff included in my occupancy calculation?

Yes and no. If your staff are in your public spaces, monitoring behavior and assisting patrons, then yes, they do. If your staff are only occupying spaces that you stated were inaccessible in your calculation, then no, they don't. Generally, though, if you have other criteria based on local input, such as a maximum number of people in a gathering, then staff will count in that number. The Occupancy Calculator is not a hard, or defensible, number; it is just a way for libraries to determine a reasonable number of people to serve, within the context of local circumstances.

What is a traceable close contact if someone at the library tests positive?

Close contact is defined by DHS as being within approximately six feet (two meters) of a COVID-19 case for a prolonged period of time (usually 10-15 minutes) while they were symptomatic or in the two days prior to symptom onset.

Why is there a delay in receiving/processing/need to quarantine materials?

Because items in libraries are borrowed and then returned to the library, there is an added layer of precaution and procedure needed. Libraries plan to create best practices based on upcoming results of research being conducted on the federal level by the Institute of Museum and Library Services, regarding the virus's viability on library materials.

Can I require face coverings?

The CDC recommends wearing cloth face coverings in public settings, especially in areas of significant community transmission. A cloth face covering does not protect the wearer from viruses, but it may prevent the spread of viruses from the wearer to other people. Cloth face coverings do not filter the air and can still be a source of contamination if not used properly. Cloth face coverings are not PPE and are not appropriate substitutes where masks or respirators are required.

Libraries can choose to not address mask wearing at all, strongly recommend the wearing of masks, or consider a policy requiring patrons to wear a mask. This is a local decision; consult the municipality and/or municipal attorney for guidance.

If you strongly recommend or require the wearing of a mask, you may want to consider having disposable (or take home) masks available for those who do not have one. These could be provided freely or by request.

You will also want to be sure your signage makes this clear and contains the following language:

Any individual who is over the age of 2 years and able to medically tolerate a face-covering shall be required (or encouraged) to cover their nose and mouth with a mask or cloth face covering when in a public place where social distancing is difficult to maintain. Anyone not wearing a face covering is expected to maintain social distancing at all times.

Provide adequate touchless trash receptacles for disposing of used masks.

(More FAQ to Follow)

Sources

ALS Librarians Meetings 2020
9:30 a.m.

Meeting Date	Location	Chair
Wednesday, January 15	ALS	Mary Bieber
Wednesday, February 19	ALS	Sarah Strunz
Wednesday, March 18	Remote	Kirsten Almo
Wednesday, April 15	Remote	Ashlee Kunkel
Wednesday, May 20	Remote	Bryan McCormick
Wednesday, June 17	Remote	Nick Dimassis
Wednesday, July 15	EFPL or Remote	Megan Kloeckner
Wednesday, August 19	CPL or Remote	Mary Bieber
Wednesday, September 16	OPL or Remote	Sarah Strunz
Wednesday, October 21	ALS or Remote	Ashlee Kunkel
Wednesday, November 18	ALS	Bryan McCormick
Wednesday, December 16	ALS	Nick Dimassis