



NEUSE REGIONAL LIBRARY

Inspiring Creativity. Fostering Learning. Engaging Community.

STAGE ONE-Expanded Curbside Service

May 9-29, 2020

Curbside Public Hours at NRL locations:

Jones County Public Libraries

Tuesday-Thursday 1:00-6:00 pm

Friday 10:00 am-1:00 pm

Comfort Public Library

Tuesday and Thursday 12:00-6:00 pm

All Other Libraries

Monday-Thursday 10:00 am-6:00 pm

Friday 10:00 am-1:00 pm

Services:

- Curbside Material Checkout
- Basic Copying, Scanning and Faxing: Patron places document in resource sharing box, staff person will then retrieve box wearing gloves, complete service, return to cart for patron, and then staff member sanitizes box after each use.
- Printing via Email: Patron sends document via email, staff person prints, places in resource sharing box, delivers to cart for patron pick-up at set time, and then staff member sanitizes box after each use.
- Notary (optional)
- Computer access by appointment at the Kinston-Lenoir County Public Library in the auditorium (not in the library).

STAGE TWO-Reopening

The tentative opening date following is Monday, June 1, 2020.

Staff members are strongly encouraged to wear a face mask (provided) when interacting with the public. Libraries will be configured to promote social distancing.

- ★ Number of people per location including staff subject to Executive Orders.
- ★ Set Service Parameters: Handout with defined services as patrons enter doors.

Public Service Hours at NRL locations:

Jones County Public Libraries

Tuesday-Friday 1:00-6:00 pm

Saturday 10:00 am-3:00 pm

Comfort Public Library

Tuesday and Thursday 12:00-6:00 pm

All Other Libraries

Monday-Friday 10:00-6:00 pm

Saturday 10:00 am-3:00 pm

Services:

- Curbside Service
- Regular Circulation
- Basic Copying, Scanning and Faxing
- Printing via Email
- Computer Lab with 1.5 hour time limit with emphasis for job skills development and applications
- Notary
- Hybrid Summer Reading Programs

Temporarily Services not offered:

- Newspaper and periodical access
- Study rooms
- Proctoring
- Meeting room

Achieving Critical Services Needed for Opening:

- The Library will purchase personal protective equipment (PPE) for each staff member including face masks and disposable gloves to help stop the spread of COVID-19 during customer service interactions. (Grant funded)
- The Library will purchase and install Plexiglass Sneeze Guards for each public service desk to help promote social distancing, and accidental exchange of germs. (Grant funded)
- The Library will also purchase automatic hands free sanitizer dispensers with refills for each location with additional units for larger libraries. (Grant funded)
- Returned materials will need to be isolated for 72 hours.
- Limited number of computers available with time limits to ensure equal access and maintain social distancing.
- Utilize large venues such as parks to offer in person programming while maintaining social distancing.
- Temporarily reduce hours of operations to achieve cleaning of areas as well as preparing outgoing materials.
- Close study rooms and test proctoring.
- Remove furniture to promote social distancing.
- Eliminate any paper handouts, except for those necessary for library services (Libby, StudentAccess, etc.) Those will be given on an as needed basis.

STAGE THREE-Expanding Critical Services:

- Increase number of people in the building but continue to monitor.
- Increase the number of computers available at each table to two but maintain limited hours.
- Allow access to quiet areas and study tables with reduced seating capacity.

STAGE FOUR-Normal Operation

- Restoration of traditional services and regular hours.
- Reconsider multiple manipulatives such as anything that cannot be sanitized at the end of use or program.