

Coffee Talk with CLC & CLC Virtual Meetup: Borrowing From Business

Tuesday, June 9, 2020 & Thursday, June 11, 2020

Via Zoom

Hosts: Jennifer Keohane, Jennifer Van Nostrand

Find meeting notes at <https://www.ctlibrarians.org/page/c19meetings>.

Notes are posted about 48 business hours after the meeting is held.

Glossary of acronyms

CASL: Connecticut Association of School Librarians

CLA: Connecticut Library Association

CLC: Connecticut Library Consortium

CSL: Connecticut State Library

DLD: Department of Library Development (CT)

ILL: Inter-library Loan

IMLS: Institute of Museum and Library Services

PD: Professional Development

PL: Public Library

PPE: Personal Protection Equipment

RESC: Regional Educational Service Center

SLJ: School Library Journal

SUBJECTS:

- **HANDLING RETURNED MATERIALS**
- **PPE**
- **REOPENING**
- **SAFETY**

CLC update

- 50 people at Coffee Talk, 24 at Virtual Meetup
- Next Thursday, June 18 is the CLC Annual Meeting at 2 pm. All members are encouraged to attend and learn what CLC and its members have accomplished this year, have a chance to vote on the Board of Trustees and budget, and win fabulous door prizes.

Review of Governor's Reopening Guidelines

- Overview of how they came about.
- Library participation in creating these guidelines.
- Designed to create uniform standards among sectors.
- Purposefully vague and minimal to support your library's decision either to reopen or not reopen on or around June 17.
- Shall is the important word - if you can't meet the guidelines, you shall delay opening until you are ready and able to meet the guidelines.
- These guidelines are designed to be a two-step process. We must work together to navigate implementation and communication to the public.
- For an example of how to explain the reopening standards to the public, see <https://southwindsorlibrary.org/>.
- DLD training session next Tuesday in lieu of our regular 10 am Coffee Talk.
- The guidelines are clear about both employee rights and employers obligations.

Response to Guidelines? Questions?

- What does 50% capacity look like? There is the fire marshal cited capacity and there are social distancing requirements. The 50% capacity requirement takes both of these into account; use whichever number is the lowest. This also takes into consideration meeting rooms and is designed to reduce person to person contact.
- Seniors in my community want to come in and browse books. I'm concerned about potential virus spread. What do I do? Every library is different. Consider what would work best for your community. Consider options such as continuing curbside pickup, having staff pull materials from the stacks,

employ video browsing, making gloves available. If opening the stacks at your library cannot be done in a manner which meets the reopening guidelines, do not offer that service.

- The program administrator responsible for implementing guidelines must be a library employee.
- Restrooms - should they be open to the public? The ability to offer restrooms will be dependent on the ability to sanitize per the reopening guidelines. If this is not doable, this service should not be offered. Per a local health district, it is permissible to close a restroom to the public as long as you post signage AND include verbiage in library reopening communications about this.
- There is a Reopen CT self-certification badge that your library can post and share. It is okay - and encouraged - to report businesses who are not in compliance with guidelines.
- Can we legally make people wear masks in the library?
 - Unless they have a medical reason for not wearing a mask, all staff and patrons should wear face coverings in the library.
 - If someone does not have a face covering, consider offering curbside service.
 - Encourage patrons to think beyond their own library use (15 minutes in to pick up one book) to library staff perspectives (in the building all day and exposed to a wide variety of people).
 - Leverage patrons' love of their librarians to increase compliance. Consider creating buttons for all staff to wear that bears a message like *Thank You for Keeping Us Safe*. Library staff is a precious commodity - leverage the heck out of it!
- What about helping patrons with computers? This often requires close contact. To offer this service, you must do so in a manner that meets the reopening guidelines.
- Some library staff are concerned their municipalities may ask "why aren't you open yet?"

Communication regarding the reopening guidelines is critical. If possible, attend a DLD Q&A session on the guidelines next week for clarification. Further clarification will be forthcoming as needed. According to Maureen Sullivan, interim state librarian, municipal leaders overall are understanding the guidelines. Some leaders may need more help understanding the specific library guidelines. Library staff is encouraged to read, re-read, and re-read the guidelines for understanding.
- **Remember to follow the basic guidelines first. Choose which services you can implement while adhering to these guidelines. You can then add services in stages as long as you continue to adhere to the guidelines.**

Borrowing from Business: What Have You Seen that Works?

- Directional signage given in multiple places (beginning, middle, and ends of aisles on floor and at eye level) is more helpful than in just one location.
- Lots of types of signage - post notices about capacity limits, how many people allowed from one family, mask requirements, mark spacing on floors, thank you to staff and patrons for patronage and compliance. Any policy people need to know, post it somewhere visible.
- Refresh signage as needed. Replace floor signs when conditions require. Review signage periodically for usefulness. Revise as needed.
- Give good visuals to help understand spacing requirements (2 shopping carts = 6 feet, etc.)
- Share accurate information about the quarantine of materials. (Guidelines regarding quarantine of materials are deliberately vague pending results of the IMLS study.)
- Look to Stew Leonard's, Trader Joe's, and other businesses known for their customer service to see what they are doing in terms of signage, greeting customers, and meeting guidelines.
- Remember that the management sets the tone for the organization and is responsible for interpreting the guidelines. It was noted that within some chain stores, the implementation of the reopening guidelines differed from location to location.
- A passive door counter will have more trouble enforcing policy; a staff door counter who serves as greeter and connects with patrons can be an opportunity to build relationships and positive PR.
- More engagement with patrons means more compliance.
- It was noted that people are willing to wait to go into businesses or for services they perceive are valuable for them.
- RJ Julia Bookstore has capacity for 12 customers at a time under these new guidelines. They have 12 numbered baskets. Signage lets customers know that if they arrive and there are no baskets available, please wait to enter the building. Once a customer leaves, the basket is sanitized, and the next customer may enter. RJ Julia also employs video browsing by appointment.
- Barnes and Noble has reportedly put away all tables and chairs for customer use. When a customer touches a book, that item is collected and quarantined.
- Apply procedures fairly across the board.
- Consider adding services such as video browsing for appointments for Readers' Advisory services with a librarian. This is a prime opportunity to let our RA and other librarianship skills shine!

What Materials Do You Need?

- CLC has been sourcing equipment and securing best pricing for members on paper bags and PPE. Information will be released soon.
- Other equipment needed includes keyboard covers, thermometers for taking patron temperatures, gloves, bins for quarantining materials.

Key Takeaways

- Read and re-read the guidelines for understanding. Your library can use these to justify restoring library services or not restoring library services.
- Communication and collaboration among staff will be important.
- Strong leadership will be critical. Staff must be empowered by leadership to enforce the guidelines knowing their library leaders will back them up when needed.

Next topic:

Understanding the Governor's Reopening Rules for Public Libraries

Links to relevant resources:

Gov. Lamont's Reopening Guidelines for Libraries - Phase 2 - June 17

https://portal.ct.gov/-/media/DECD/Covid_Business_Recovery-Phase-2/Libraries_C3_V1.pdf

Gov. Lamont's Reopening Plan - Phase 1

<https://portal.ct.gov/DECD/Content/Coronavirus-Business-Recovery/Sector-Rules-for-May-20-Reopen>

The Connecticut State Library has published a great staged plan

<http://libguides.ctstatelibrary.org/dld/COVID-19>

RJ Julia Independent Booksellers in Madison, CT <https://www.rjulia.com/>

Please remember to submit any service updates to Maria Bernier @ CT State Library through the online form at

https://forms.office.com/Pages/ResponsePage.aspx?id=-nyLEd2juUiwJjH_abtzi9oG60cQ0ZFPrXdLHpsHbQFUOUxRWU1LR1UzVlg4ODVXTIRNTzIUUNXTS4u

It is so helpful when we speak to local leaders. Curbside pickup etc.