

Elgin County Library Service and Safety Plan During January 2021 Provincewide Shutdown

Service Goals	Health & Safety Measures	Number of Staff per Branch & MO	Number of Customers in Branch	Branches Operating	Special Technologies Needed	Stage Limitations
Existing Holds Pickup Options:						
A. Curbside Pickup at Exterior of Branch (Checkout Materials)	Staff wearing PPE, physical distancing, and sanitizing of surfaces (tables, etc.); staff collecting contact tracing information using SWPH form; families send 1 household representative to provide mutual pickup of items	2+ staff for large branches and 1+ staff for smaller branches, staggered shifts in branches with physical distancing; 1 MO for new materials w. holds; 1 van driver for transit b/w branches	0 (Library buildings remain closed to the public in Stage 1.)	All 10 & MO, with limited pickup service of limited hours/week for each branch	Phone, email, text, MyLibrary! app; customer Library Account online; Sierra ILS for Holds Paging/Pickup lists	Branch hours limited to 50% of pre-pandemic hours, however special hours for pickup for vulnerable populations as needed; current on-shelf holds addressed first; checkout done by staff at time of pickup

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B. Contactless Home Delivery by Library Van Driver (Checkout Materials) *Supplementary to Curbside Pickup for exceptional circumstances	Staff wearing PPE, physical distancing, and sanitizing of surfaces (Library van interior, etc. if multiple drivers)	2+ staff, staggered shifts in branches with physical distancing; 1 MO for new materials w. holds; 1 van driver for delivery	0 (Library buildings remain closed to the public in Stage 1.)	All 10 & MO, with limited pickup service of a few hours/week for each branch	-	Home delivery schedule east and west branch days (regular driver schedule) based on address; checkout done by staff prior to delivery
C. Mail by Canada Post (Checkout Materials) *Supplementary to Curbside Pickup for exceptional circumstances	Staff wearing PPE, physical distancing and sanitizing of surfaces (work area, etc.)	2 staff, staggered shifts in branches with physical distancing; 2 MO for new materials and mailing; 1 driver for transit b/w branches	0 (Library buildings remain closed to the public in Stage 1.)	All 10 & MO, with limited pickup service of a few hours/week for each branch	Postage meter in branch	Cost; checkout done by staff prior to mailing

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D. Placing New Holds	-	0	0 (Library buildings remain closed to the public in Phase 1.)	All 10 & MO	Customers can use Library Account, MyLibrary! app; or call or email staff to place holds using Sierra ILS	No additional limits to number of holds placed for Stage 1; specific less-easily sanitized collections not circulating
E. Returning Materials to Book Drops at Branches	Book drop materials removed by staff wearing PPE, quarantined for minimum 72 hours	2+ staff, staggered shifts in branches with physical distancing	0 (Library buildings remain closed to the public in Stage 1.)	All 10, not MO	Book drop signage indicating quarantine period of minimum 3 days prior to materials check in.	Materials returned through book drops only; through Home Delivery in exceptional circumstances

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F. Sustaining Increased Digital Services (eResources for reading, education and entertainment, etc.)	-	-	0 (Available outside Library buildings or from home.)	All 10 & MO	WiFi still extended at all 10 branches	Support available via phone, email, web forms or live chat service