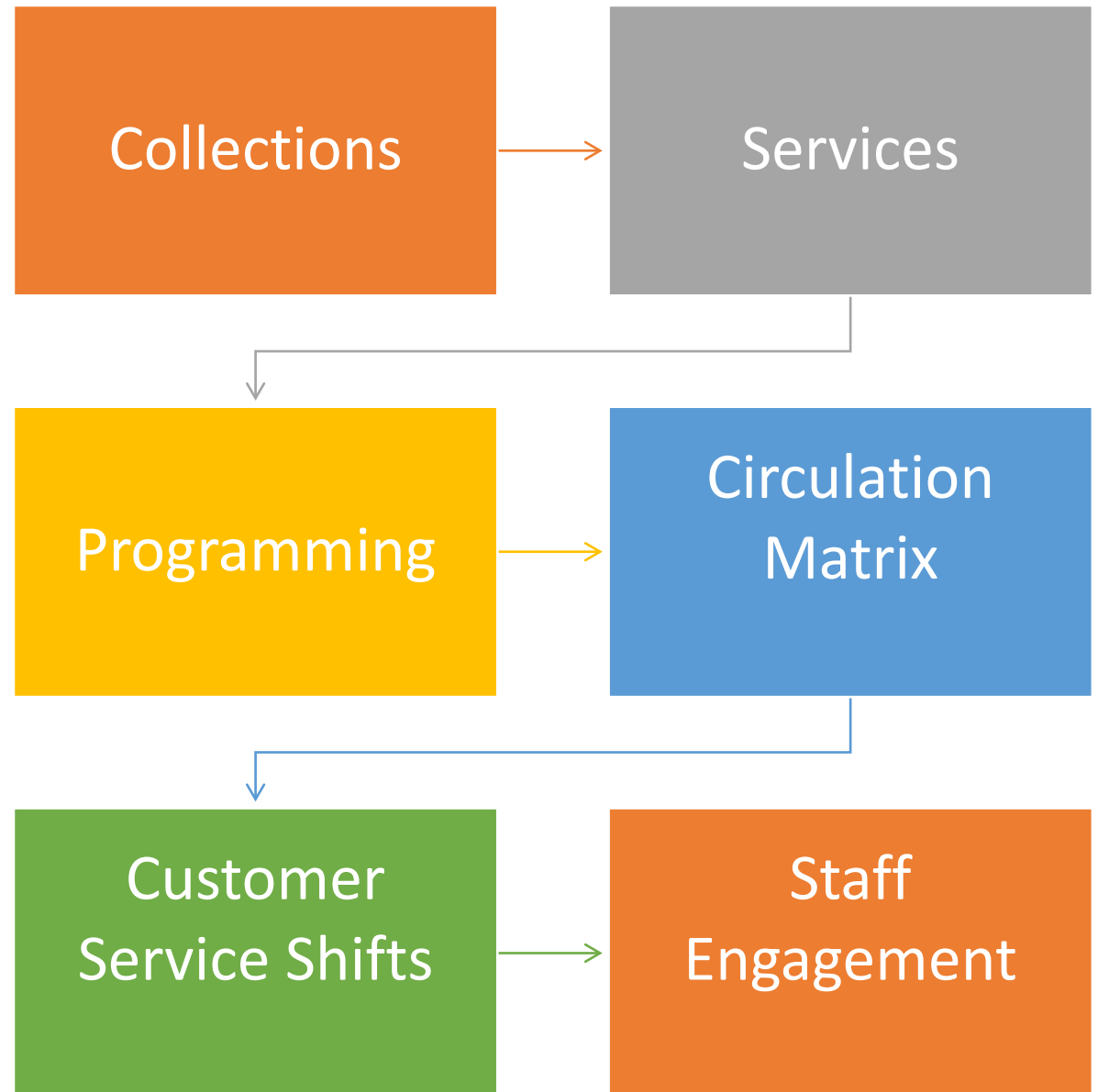


# Laying New Tracks in a Post-COVID Library

Clare Kindt and Emily Rogers, Brown County Library



# Overview



# Chapters

Elements of Reopening	PROLOGUE: 3/17/2020 - 4/26/2020	1 CHAPTER: 4/27/20 - 5/15/20	1.5 CHAPTER: 5/16/20 - 6/28/20	2 CHAPTER: 6/29/2020 - 7/12/20	3 CHAPTER: 7/13/20 -	4 CHAPTER	5 CHAPTER	6 CHAPTER	7 CHAPTER
Entrance/Exit into buildings	No public in buildings, virtual services offered only	No public in buildings, virtual services offered only	No public in buildings, virtual services offered only	No public in building except for scheduled access for by appointment computer usage (which may happen in alternate space)	Controlled, limited # of patrons in building for browsing, check outs, computer usage by appointment (for limited amount of time) (# of people based on building size and occupancy guidelines) (Capacity up to 25%, including staff)	Controlled, limited # of patrons in building for browsing, check outs, computer usage by appointment (for limited amount of time) (for limited amount of time) (# of people based on building size and occupancy guidelines) (Capacity up to 50%, including staff)	Controlled, limited # of patrons in building for browsing, check outs, computer usage by appointment (for limited amount of time) (# of people based on building size and occupancy guidelines) (Capacity up to 75%, including staff)	Recommended physical distancing, not enforced. No time limits on visit lengths.	No physical distancing required. No time limits on visit lengths.
Check-outs (including due dates, fines, etc.)	Due dates extended, fines suspended, no "in person" circulation. Modified online card registration to provide virtual access to ICL digital resources	Due dates extended to 6/30, fines suspended, no "in person" circulation	Due dates extended to 7/31, fines suspended, no "in person" circulation	Due dates extended to 12/31, fines suspended, no "in person" circulation	Regular due dates and fines resume, "in person" circ via self check outs and cur desks	Regular due dates and fines resume, "in person" circ via self check outs and cur desks	Regular due dates and fines resume, "in person" circ via self check outs and cur desks	Regular due dates and fines resume, "in person" circ via self check outs and cur desks	Regular due dates and fines resume, "in person" circ via self check outs and cur desks
Materials handling (including bookdrops, returns, deliveries)	Book drops open, returns quarantined for 96 hours, delivery via Lib Maintenance	Book drops open, returns quarantined for 96 hours, delivery via Lib Maintenance	Book drops open, returns quarantined for 96 hours, delivery via Lib Maintenance	Book drops open, returns quarantined for 96 hours, delivery via Lib Maintenance	Book drops open, returns quarantined for 96 hours, delivery via Waldo	Book drops open, returns quarantined for 96 hours, delivery via Waldo	Book drops open, returns quarantined for 96 hours, delivery via Waldo	Book drops open, returns quarantined for 96 hours, delivery via Waldo	Book drops open, no material quarantines, start: IL resumes
Holds pickup	SUSPENDED	limited contactless, scheduled pick up - ASD, CEN, RPL, WH	Expanded contactless, scheduled pick up - ASD, CEN, RPL, WH, IRL	Continued contactless, scheduled pick up	Continued contactless, scheduled pick up (decrease the # of timeslots), "Regular" pickup available.	Continued contactless, scheduled pick up at Central only, "Regular" pickup available at all locations.	Continued contactless, scheduled pick up at Central only, "Regular" pickup available at all locations.	Continued contactless, scheduled pick up at Central only, "Regular" pickup available at all locations.	Contactless, scheduled pick up at Central only, "Regular" pickup available at all locations. Stop: IL resumes.
Selection/Ordering/Processing	Continued activity, under the direction of Collection Development Manager. Purchase additional e-content	Continued activity, under the direction of Collection Development Manager. Purchase additional e-content	Continued activity, under the direction of Collection Development Manager. Purchase additional e-content.	Continued activity, under the direction of Collection Development Manager.	Continued activity, under the direction of Collection Development Manager.	Continued activity, under the direction of Collection Development Manager.	Continued activity, under the direction of Collection Development Manager.	Continued activity, under the direction of Collection Development Manager.	Continued activity, under the direction of Collection Development Manager.
Internet Access (including public computers and laptops)	SUSPENDED, except for self	SUSPENDED, except for self	SUSPENDED, except for self	Limited Access, computer usage by appointment. WiFi available.	Limited Access, computer usage by appointment. WiFi available.	Limited Access - desktops and laptops (time limits), computer usage. WiFi available.	Limited Access - desktops and laptops (time limits), computer usage (physical distancing in place), WiFi available.	Regular (almost) Access - desktops and laptops, computer usage (physical distancing in place), WiFi	Regular Access - desktops and laptops, computer usage, WiFi
Technology Help/Support	SUSPENDED	SUSPENDED	SUSPENDED	Support may be available under restrictions (if possible)	Support available under restrictions (if possible)	Support available under restrictions (if possible)	Support available under restrictions (if possible)	Support available under restrictions (if possible)	Support available
Bookmobile	SUSPENDED	SUSPENDED	SUSPENDED	SUSPENDED	SUSPENDED	Community Stops holds pickup (outside the bookmobile only)	Community Stops Holds package (outside the bookmobile only), programming with registration	Community Stops Holds package (outside the bookmobile only), programming with registration	All stops operational, programming offered
Programs	"IN PERSON" PROGRAMMING SUSPENDED: Virtual programming available through website and social media	SUSPENDED: Virtual programming available through website and social media	"IN PERSON" PROGRAMMING SUSPENDED: Virtual programming available through website and social media	"IN PERSON" PROGRAMMING SUSPENDED: Virtual programming available through website and social media	"IN PERSON" PROGRAMMING SUSPENDED: Virtual programming available through website and social media	"IN PERSON" PROGRAMMING SUSPENDED: Virtual programming available through website and social media	"In Person" Programming with registration. Continued virtual programming	"In Person" Programming with registration. Continued virtual programming	In Person and Virtual Programming Offered
Meeting Rooms/Think Tanks	SUSPENDED	SUSPENDED	SUSPENDED	SUSPENDED	SUSPENDED	Limited Access - capacity determined by physical distancing requirements, only if space isn't needed to support staff work, etc.	Limited Access - capacity determined by physical distancing requirements, only if space isn't needed to support staff work, etc.	Limited Access - capacity determined by physical distancing requirements, only if space isn't needed to support staff work, etc.	Regular use of meeting spaces
Outreach	SUSPENDED	SUSPENDED	SUSPENDED	SUSPENDED	SUSPENDED	SUSPENDED	Resume deposit collections and material delivery	Resume deposit collections and material delivery	Regular delivery
Shared Public Items/Materials (including toys, puzzles, staplers, 3-hole punches, etc.)	SUSPENDED	SUSPENDED	SUSPENDED	SUSPENDED	SUSPENDED	SUSPENDED	Resume offering some (e.g. get) toys, puzzles, and staplers, etc.	Resume offering some (e.g. get) toys, puzzles, and staplers, etc.	All items offered
Accepting Book Donations	SUSPENDED	SUSPENDED	SUSPENDED	SUSPENDED	SUSPENDED	??	??	Book donations accepted	Book donations accepted
Volunteers	SUSPENDED	SUSPENDED	SUSPENDED	SUSPENDED	Friends Book Sale volunteers only, limited quantities for limited times.	Volunteers - limited quantities for limited times, (would contribute to overall capacity of space/library)	Volunteers - limited quantities for limited times, (would contribute to overall capacity of space/library)	Volunteers - would contribute to overall capacity of space/library.	Regular volunteer schedules

COLOR CODES  
 RED: PROLOGUE  
 ORANGE: 1 CHAPTER  
 YELLOW: 1.5 CHAPTER  
 LIGHT GREEN: NO RESTRICTIONS - FULL SERVICES

## Brown County Library

## PANDEMIC REOPENING PLAYBOOK

### 2020



Service  
Adjustments

Work  
Adjustments

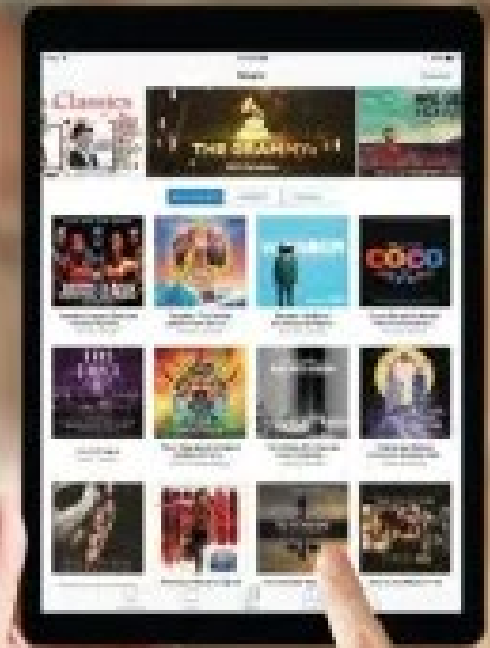
Guidelines  
for the  
Public

Signage

Hours

Chapter Contents

# hoopla®



## Streaming & Digital Content

- Increased digital library holdings
- Added popular authors
- Reduced holds
- Added streaming service, able to purchase content credit

# Online Card Sign Up

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- In customers we trust!
- Moved to immediate access with online card sign up
- No issues with multiple cards
- Keep model going forward





## Circulation

- Intense, rapid-fire changes to ILS
- Accommodate staff and customers
- Adhere to safety measures with pick up and opening buildings
- Be flexible with process going back to “normal”

	DATE DUE		

# Due Dates

- Create consistency
- Simplify for staff
- Simplify for patron



# Contactless Pick Up

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- Alternative to curbside
  - Outdoor pick up
  - Scheduled with branch staff
  - Maintains privacy
  - Safe and convenient
- 





Pick Up Window



- What we offered -
- Literary Loot Boxes
  - Summer Reading
  - Binge Boxes/Book Bundles



## RFID Book Return

- Funded through Dept of Administration Covid grant
- Automatically checks in items
- Improved service for patrons
- Time savings for staff

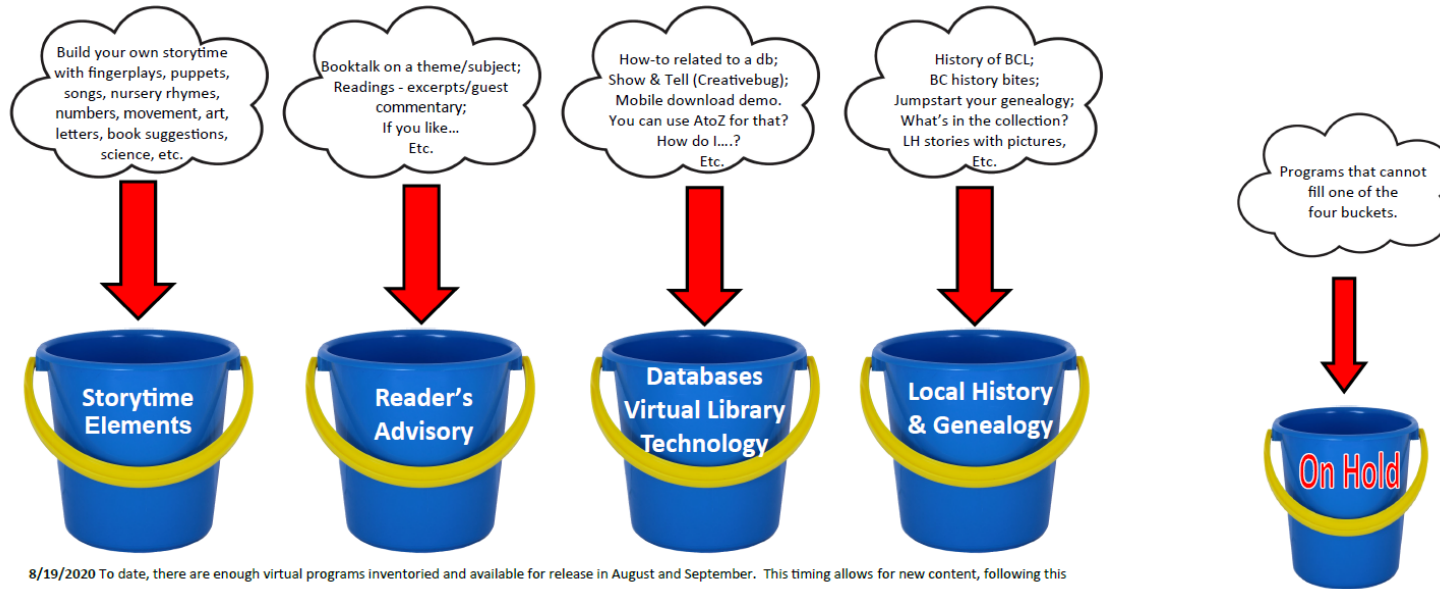
## Programming Buckets: Structure for Virtual Programming (Fall 2020)

*Considering the library's mission as well as staff time and availability to create, film, and edit, as top priorities, this structure was designed to create an organized and manageable programmatic framework.*

**Our "Why":** Public libraries are essential to an educated and literate community. Brown County Library is a catalyst for community advancement.

**How we accomplish our "why":** Offer virtual programs (3-5 minute videos to be shared via our social sharing sites) that reflect core services/functions of the public library including early literacy and childhood education; literature appreciation; digital engagement; and research and history.

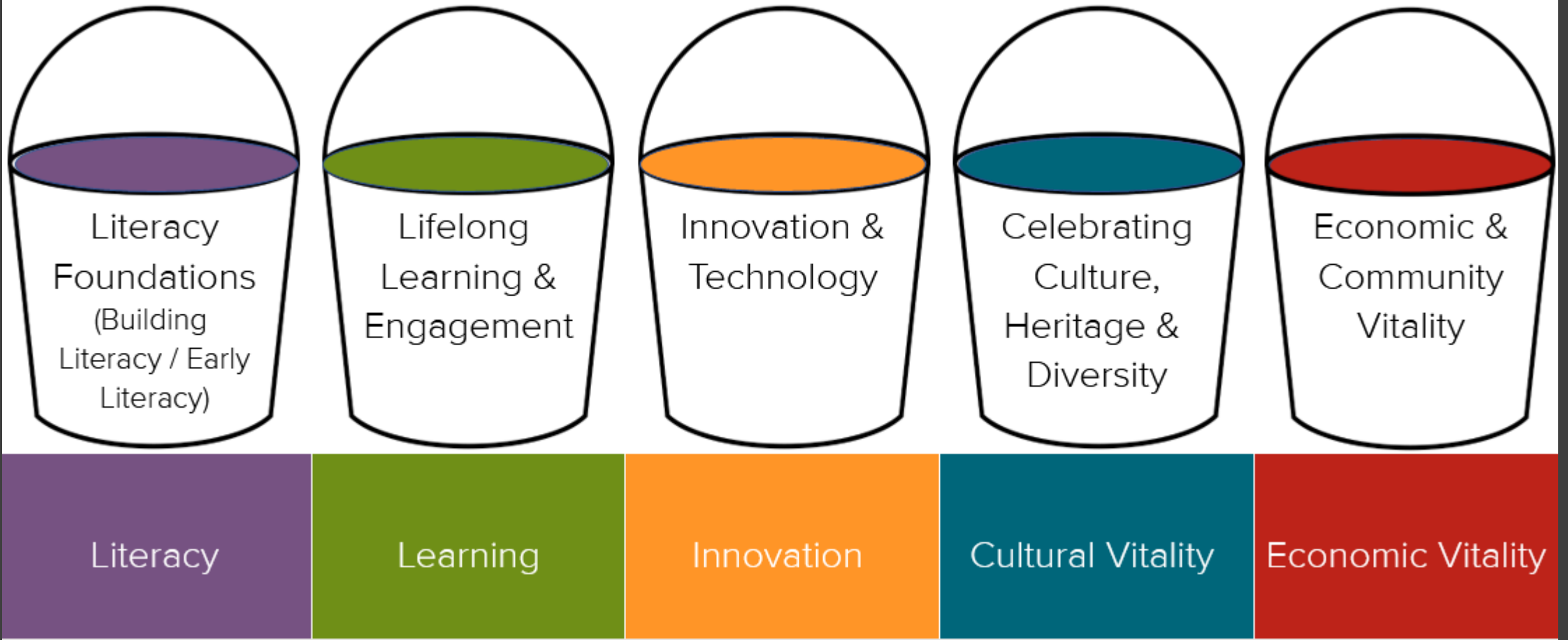
**Outcome:** Engage community in virtual programs integral to the library's mission.



8/19/2020 To date, there are enough virtual programs inventoried and available for release in August and September. This timing allows for new content, following this structure, to be created and readied in time for release in October forward.

- Staff Picks
- DIY Programs
- Performers
- Resources
- Early literacy

# Virtual Programming Committee (VIP)



## Programming

- Focus of programming based on Mission & Vision
- Create sustainable maximums for programming based on branch size

# Hours Changes

- Evaluation of
  - Check out patterns
  - Gate Counts





# Staff Meetings

- Teams Virtual Meetings Twice a Month
  - Share Information more timely
  - Time for Q&A
  - Provide Training
  - Staff check ins
  - Team Building
  - Recorded
- Staff Development Days



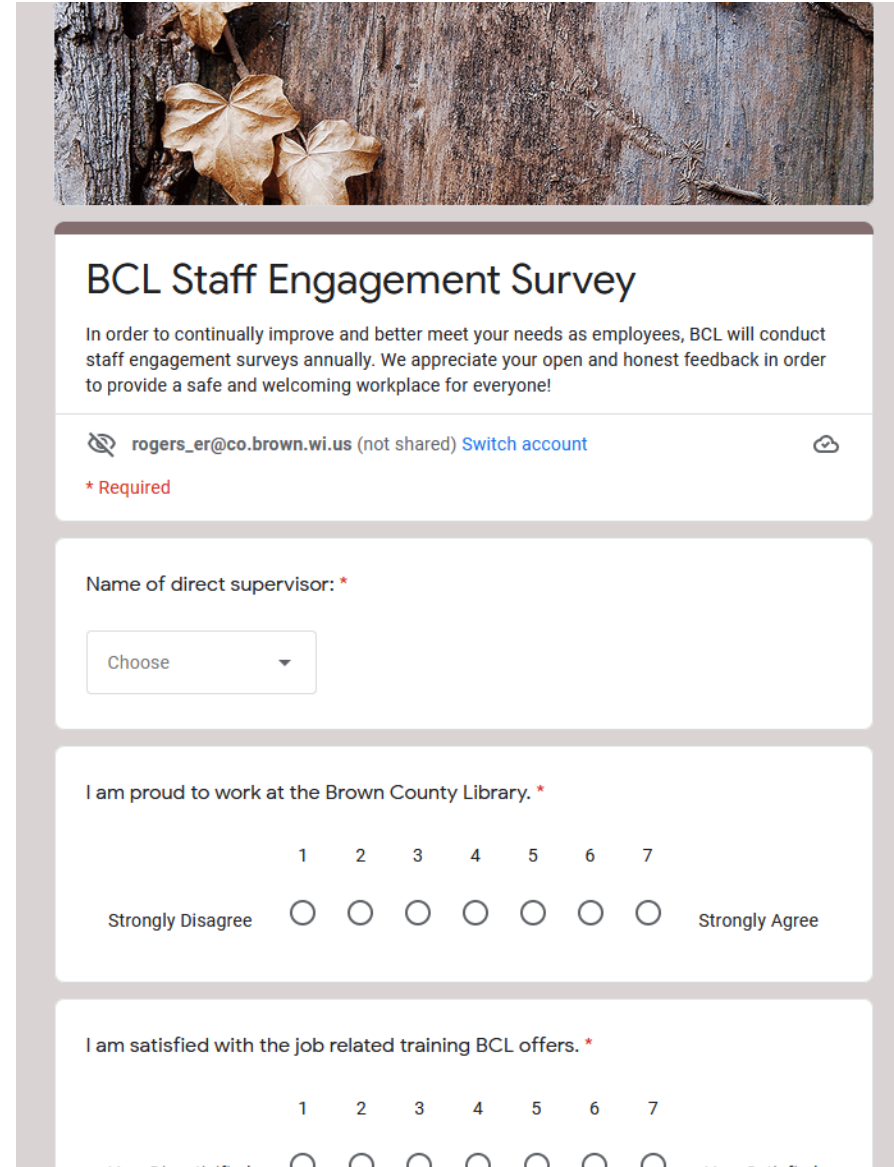
# Surveys

## Changes

- Presented at all staff meeting
- Surveys
  - Before
  - After
- Follow Up

## Staff Engagement Surveys

- Twice a year
  - Administrative/Organizational Level
  - Team/Department/Branch Level
- Follow Up



The image shows a screenshot of a survey form titled "BCL Staff Engagement Survey". At the top, there is a header image of autumn leaves on a tree trunk. Below the title, a message states: "In order to continually improve and better meet your needs as employees, BCL will conduct staff engagement surveys annually. We appreciate your open and honest feedback in order to provide a safe and welcoming workplace for everyone!". The user's email is shown as "rogers\_er@co.brown.wi.us (not shared) Switch account". A red asterisk indicates a required field. The first question is "Name of direct supervisor: \*", with a dropdown menu currently set to "Choose". The second question is "I am proud to work at the Brown County Library. \*", followed by a 7-point Likert scale with radio buttons and labels "Strongly Disagree" and "Strongly Agree". The third question is "I am satisfied with the job related training BCL offers. \*", also followed by a 7-point Likert scale with radio buttons.



# Staff Spaces

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# Going Forward

- What changes stay, why
- More customer driven/centered decision making – selection, circulation, library cards





# Questions? Contact Us!

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