**Metropolitan Library System – Reopening Phase I**

As we prepare to enter Phase I of our gradual reopening on Monday May 4, it is important for everyone to know what to expect from other departments and locations. Detailed plans from each division and department are below. Thank you to everyone who contributed content to this document: Anne Fischer, Anthony Herron, Charisse Dye, Chris Kennedy, Kelley Hoffman, Larry White, Maria Watkins.

**Phase I notes for all locations:**

* As of April 27, holds can be placed on library materials and book drops are open. Materials are held for 72 hours after return before being available for another checkout.
* Curbside pick-up for customers begins Monday, May 4.
* Phase I does not include customers faxing, making copies, browsing materials, or public computer use. Wi-Fi is always available in library parking lots.
* Summer Reading will be June 1 – July 31 and held entirely online
* Neighborhoods Arts programs will be held online with a combination of streaming and pre-recorded performances.
* In-person library programming, outreach, and meeting room use is suspended through July 31
* MLS website has been updated with [information for customers](https://www.metrolibrary.org/coronavirus)
* Unexpected Closure leave will no longer be available beginning Monday May 4. It cannot be used unless we have a system-wide closure.
* All breakrooms will remain closed including the use of shared refrigerators, microwaves, coffee pots, electric kettles, and other kitchen appliances.
* We will return to regular dress code on Monday May 4.
* Meetings will continue to be held in virtual environments such as Teams or Zoom
* Performance mid-point reviews will not need to be finalized until June 30.

**Administration**

* On May 4 Administration department will resume regular hours, with at least one staff person always in the office Monday through Friday. Staff that can telework will do so as needed to improve social distancing for other staff in that area.
* The kitchenette will remain closed like other staff break rooms.
* There will be no department pick-ups or deliveries.  Departments will need to drop-off and pickup any mail and/or packages from the mailroom.
* All internal mail and deliveries that were made during the closure will be sorted and email reminders will be sent to departments to pick up items.
* There will be no in-person meetings.  All Commission and Committee Meetings will be conducted virtually via Zoom.

**Information Technology**

* IT Staff have been in the office during the week of April 27 - May3 with a reduced number of staff.
* As of April 29th, IT is covering phones from 8am to 9pm as some libraries have staff working all shifts.
* Beginning Monday, May 4th, IT staff will be working normal hours.
* We will maintain social distancing by having some staff working in the IT workroom in the basement which will make this possible.
* At least one manager will be in the office the rest of this week and starting Monday, May 4th, we will all be in the office on most days.
* Managers may telework a few days each week depending on projects that need to be completed.
* We are currently working on phone setup for the curbside pickup as well as making temporary changes to notices to notify customers how to contact the library to pick up their holds.

**Security**

* The eight Libraries with onsite security will have an on-site security presence when we reopen to the public on May 4th.  The week of April 27th, security is on-site as needed based demand/library staff being present in the building. For specific security issues/needs please contact Justin Herwig at [jherwig@metrolibrary.org](mailto:jherwig@metrolibrary.org) or 405-249-1610. Security operating hours vary at each Library.  We will retain the same operating hours prior to the unexpected closure.

**Facilities Maintenance & Fleet Operations**

* All facilities maintenance and fleet operations staff are on-site working as of the week of April 27th. Deliveries have resumed as of April 27th. Deliveries will continue based on need/demand especially during the week of April 27th. Maintenance staff are coming in at staggered times starting at 7:30 AM to reduce the amount of staff arriving and departing to address various preventative maintenance needs and repair requests.  Certain maintenance administrative personnel may telework as appropriate/needed.
* Regular operating hours are 8:00 AM to 5 PM.  Designated staff are on call from 5 PM to 9 PM to respond to request after hours based on our work order prioritization protocol.  This includes evenings and weekends. The Saturday delivery route should resume by May 9th unless there is a demand/need for something different.
* Please allow up to 3 working days for supply deliveries. If you have any questions, please call 405-606-3535 or ext. 3536.
* FOR MAINTENANCE EMERGENCIES CALL ext. 3536 or 405-606-3536.
* Janitorial services were reduced for the month of April 2020 due to library closure. Regular janitorial services will resume fully on May 1, 2020.

**Marketing**

* Marketing staff will continue to telework/work remotely until further notice. Staff will be present in the office only as needed to perform essential tasks or to use production equipment not accessible from home.  Marketing and project requests are being processed through our normal workflow. There will not be a printed programming marketing calendar for May.  Marketing is working on creative ways to engage with the public and bring awareness to programs and services while traditional library programming activities are suspended. Marketing staff may periodically visit library sites to take pictures or to capture video of our library staff in action.
* To contact marketing email [marketing.department@metrolibrary.org](mailto:marketing.department@metrolibrary.org).  Emailed requests will go to the appropriate marketing staff member for the quickest response.  Marketing is available to respond during normal departmental hours which are Monday through Friday 8 AM to 5 PM. If you have any specific marketing needs or marketing printing/promotional/project issues please contact Rick George at [rgeorge@metrolibrary.org](mailto:rgeorge@metrolibrary.org) or 405-760-2218.

**Public Relations**

* Public Relations will continue to telework/work remotely until further notice. Public Relations is available to respond to all external communication related matters to include TV, radio, newspaper/magazine and related advertising activities and requests during normal hours which are 9 AM to 6 PM Monday through Friday.  Public relations is available on evenings and weekends in order to respond to the press/media and external/public communication needs.  For public relations help email [kterry@metrolibrary.org](mailto:kterry@metrolibrary.org) or call 405-503-9220.

**Operations/Capital Projects**

* Operations will continue to telework/work remotely until further notice. We will continue to respond to various requests to include performing on-site visits to various libraries as needed to include construction sites and/or construction/project meetings with 3rd parties and/or architects as required to continue to move projects forward.  Ongoing projects in design/planning or construction phases include the New Del City Library, Belle Isle Temporary LIbrary, Belle Isle Library Renovation/Addition, New Almonte Library, Village Library Water Remediation, Midwest City Public Restrooms Remodel, Wright Library Remodel, Northwest Library Shades, System-wide Fire Evacuation signage, Capitol Hill and Downtown Library Exterior Signage, and Southern Oaks/Ralph Ellison Celestial Windows/Water Repairs. Operations normal hours of business operation remain Monday through Friday 8 AM to 5 PM. We are available to respond to requests to include operational emergencies or issues on evenings and weekends. Anthony Herron can be contacted via email at [anthony.herron@metrolibrary.org](mailto:anthony.herron@metrolibrary.org) or by phone at 405-606-3721 or 405-562-0931. Steve Butts can be contacted via email at [stephen.butts@metrolibrary.org](mailto:stephen.butts@metrolibrary.org) or phone at 405-205-9059.

**Business Office**

* All business office staff will be working normal office hours.  Staff that have the ability to telecommute will do so as much as possible allowing for more social distancing for staff that are in the office.

**Development and Volunteer Services**

* DVS staff will be telecommuting as they have the capability to do so.  They will be rotating into the office as business needs dictate.

**Public Services**

* **Members of Public Services Leadership Team will be available in person as well as via email and cell phone.   Each member of the team will rotate and be in the office at least one day per week.**
* Libraries will have staff onsite Mon-Thurs 8am-9pm, Fri 8am-6pm, Sat 8am-5pm, Sun 12-6pm
* Some staff scheduled to work will remain on site for their full shift.  “Unexpected Closure Leave” will no longer be used when there is no system-wide closure.  The Library Manager will oversee this schedule.
* Some staff will continue to tele-work / work from home.  There is a required form to be completed to document work being done away from the library.  Please contact you supervisor and/or Library Manager for more information.  The Library Manager will oversee this schedule.
* Staff are strongly encouraged to wear a mask while on site.
* Staff will wear gloves while on site.
* Break rooms will be closed during this phase.
* Check book drops.  PRIOR to any processing, ALL material will be removed and taken to a Book Quarantine room for at least 72 hours.  Items should be grouped together and clearly labeled with the date and time of when they were removed from the book drop.
* While in the “Book Quarantine” room, please do a visual inspection, looking for any pests.  You will not need to touch any items unless you see movement of any kind.  Otherwise, just use your eyes for the initial inspection.
* Check the “Book Quarantine” room for any materials which have sat for at least 72 hours and are ready to be processed.  This includes a thorough inspection for pests, checking in, catching holds, routing materials to other locations, and shelving.
* Weekday “Mail” delivery will resume.  Process delivery as normal.
* Daily HOLDS processing will resume.
* A staff person should be stationed close to the door for the purpose of watching for people to may be picking up holds.  Please check with your supervisor or Library Manager for specific station.
* Curbside Pick Up for holds will begin.
* Customers will call to alert they have arrived to pick up holds.
* Specific phone numbers have been identified to allow customers who will call CIS to choose their library location for holds pick up.
* A Staff person should be assigned to answer this phone during the hours of this service, specified below.
* A “runner” should be assigned to assist gathering holds from both the front door and the phone, as needed.
* Staff will wear gloves.
* Gather items and check out for the customer
* Place in a plastic bag and deliver to the customer.
* You should ask the customer to have their trunk open and place holds there.  The customer should remain in the car.  Ask the customer about closing the trunk.  Some trunks are shut manually, and others are automatic.  If the customer wants to close their own trunk, just quickly move away to allow for social distancing. This will allow you to provide holds delivery without contact.
* As an exception, holds may also be placed in an empty back seat.
* Be sure to either wash hands or change gloves if you have touched any part of the vehicle.
* Walk Up for holds may also happen.
* Customers who are walking or riding a bike, may approach the building.  Remain at least 6 feet away from the customer while receiving their name and library card number.
* Gather items and check out for the customer
* Place in a plastic bag.
* For customer delivery, items should be placed on an outside table OR on a rolling cart to ensure a safe distance and no contact.
* **Curbside and Walk Up holds pick will initially be offered during the following hours:**
  + **Monday – Thursday 10am – 7pm**
  + **Friday 10am – 6pm**
  + **Saturday 10am – 5pm**
  + **Sunday – 1pm - 6pm**
* Customers should not enter the building for any reason.
* There will be NO cash transactions.
* Customers should be directed to pay any fines or fees online.
* The copy machine is NOT available during this time.
* Staff should clean and sanitize EVERYTHING they have touched prior to leaving their station.
* **Additional note:  Please do not work the “expired holds list” until May 19**.

**Human Resources, Learning & Development**

* Beginning Monday, May 4, 2020, the Human Resource/L&D departments will have staff working in the office from 7:30 a.m. to 4:30 p.m., Monday-Friday.
* Due to space constraints and shared equipment, some staff will stagger schedules and work remotely, as needed.
* To maintain appropriate social distancing, a member of the HR team will be working in the training room.
* There will be a minimum of two managers in the office during the work week.
* Staff working remotely will be available by telephone and email.
* All HR and L&D staff will be available and communicating via Microsoft Teams.
* Questions pertaining to leave during Phase I should be directed to Stephany Dowd or Denise Courts.

**Cataloging, ILL, Processing, Outreach, Special Collections, Strategic Planning**

* Will return to working regular schedules on May 4 within units.
* Will be working following social distancing practices without break room access
* Will be taking breaks at desk (with a break sign posted) or outside; lunch breaks will be outside
* ILL and Outreach will be quarantining returned materials for 72 hours before processing them
* Outreach will not be proving programming or onsite libraries until after July 31, 2020
* ILL will not be accepting request to borrow materials until Phase II (and other libraries / courier system restart services

**Collection Services, EPS**

* Will return to working regular schedule on May 4
* Will be working following social distancing practices without break room access
* Will be taking breaks at desk (with a break sign posted) or outside; lunch breaks will be outside
* Due to social distancing requirements, the staffing will be on a rotational basis between working in the unit and working from home.