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Staff Report LIB2020-002

Title of Report: LIB2020-002-Phase C Reopening
Department: Library
Council Date: September 2, 2020

Recommendation:

Be it resolved that Council receive Staff Report LIB2020-002 for information.

Background:

The Southgate Public Library has opened back up to the public as of August 26, 2020. This stage of opening comes with its own rules and limitations as we are ever mindful of the health and safety of staff and patrons during the COVID19 pandemic. We are currently limiting the number of patrons in the building to five and screening them before they come in. Masks must be worn while in the building. Computer use is available for appointment only. We have caution tape, posters and floor decals in place to direct patrons around the parts of the library they are able to browse. This is the next step in the process of getting the library ready for Phase C of reopening.

Staff Comments:

Based on our first day of opening the library front doors to patrons, people seem content to keep using curbside rather than walk into the library. We had four people signed up for computer use: three at 11:00 and one at 11:30. The three scheduled for 11:00 did not show up so we let the person scheduled for 11:30 come in a little early. They wore a mask when coming in and just had to be reminded to keep it on once. They left promptly at 12:00 with no issue. One staff member stayed in the foyer area to talk to/direct people. The other was behind the desk or getting things off shelves and cleaning the computers. Overall, it was a quiet first day.

Financial Implications:

We have a box of disposable face masks handy for people who have set appointments but forget to bring one. Keeping stocked will therefore be a necessity, though we anticipate not having to go through too many as one mask per person will be acceptable for a thirty-minute appointment. Two out of four active staff members have reusable masks for themselves, and the other two will be getting them, which they will be reimbursed for.

We received the three social distancing floor decals for free.

Communications & Community Action Plan Impact:

We announced our reopening via Facebook, Instagram, the library website and the local newspaper, as well as by some word of mouth. There have been calls about our reopening as well as some requests to book computer access since we did this. The newspaper issue of the Dundalk Herald announcing our reopening was first published

on our first day open (August 26), so we anticipate it will get busier the more people read about it.

Concluding Comments:

This report was only for our first day open and we will continue to monitor the numbers of patrons making appointments for computer use and pickups. We will stay vigilant about informing and directing patrons, and spotting any potential problems with the process, as the days go on.

Respectfully Submitted,

Dept. Head: Original Signed By
Jessica Mole, Librarian CEO

CAO Approval: Original Signed By
Dave Milliner, CAO