



Assess Library Resources and Define Essential Library Services for the Public during Extended/Indefinite Closure

This is a WORKING DOCUMENT that a library may download and customize to its unique situation. This does not include legal advice, and information contained in this document is subject to change based on evolving COVID-19 outbreak and guidance from CDC and state officials. The GOAL is to assess whether and how activities are essential to your services, and whether or how they could be offered under prolonged physical distancing and sanitation recommendations. The information provided is for example only, based on Public Library Director Networking and Sharing meetings facilitated by Indiana Library Federation. Information is being updated and posted at www.ilfonline.org/page/covid-19. Last updated 3/22/2020

Step 1: Identify your library’s essential services. Review your library services and statistics. List all your library services on the chart in the first column.

Step 2: Assess whether your current resources could provide these when library may remain closed to public, may be open only very limited hours, may have only limited spaces in building accessible, or may be open by appointment.

Assess what resource may be needed, and whether staff is available, and has requisite skills to carry out. Mark these in the second, third and fourth columns. Be both creative and realistic.

The sample below is a start that reflects PL Director discussion 3/13-3/19. Create your own.

Step 1: List library services	Step 2: Assess how library could provide service.		
Library Services	How, if at all, library may provide this service?	Possible resource needed	Staff to manage
Provision of a library card	online application & by phone	Evergreen pre-application, waived reference policy	
Regular collections (books, movies, music, games, [insert other items])	New collection handling process with 24 hour in quarantine space before shelved for recirculation. New safe handling procedure <ul style="list-style-type: none"> • Curbside • Vestibule or tables in entrance 	<ul style="list-style-type: none"> • Safe quarantine area • Bags for curbside, and way to clean bags if safely reusable • Personal Protective Equipment? (gloves) 	
Library of Things (bundles, kits, technology, mobile hotspots, Chromebooks)	<ul style="list-style-type: none"> • Hotspots are currently loaned out and Chromebooks can be used in vestibule 	More hotspots needed (Jason set up one more that was donated)	

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Library Services	How, if at all, library may provide this service?	Possible resource needed	Staff to manage
Inter-library loan with other libraries	InfoExpress closed	n/a	n/a
eResources, including eBooks, eAudiobooks, downloadable music, access to games, databases, etc.	Currently providing <ul style="list-style-type: none"> Add instructions Add more to collection Run sessions on how to access 	Reallocate % of purchasing from print to electronic	
Use of computers, printers, scanner, fax	<ul style="list-style-type: none"> Curbside (flashdrive) By appointment 	Computer set up in vestibule	
Wi-Fi	Extended in parking lot By appointment Additional mobile hotspots	Need to change hours/timer & post social distance, password & availability signs \$\$ for hotspots	
Meeting space for			
large groups	Not until May 15, maybe longer		n/a
special events (election, Census, parties, weddings)	To be determined		n/a
Small group (child supervised visits,)	Case by case		all
one-on-one meetings, tutoring	Once sanitation rules and policy is determined, maybe by appointment	Online room scheduler with disclaimer	all
Librarian reference questions	Ask-a-librarian via phone, email, and "office hours"	Office hours noon-4	all
Programming			
Storytime	Facetime, Zoom, Recorded; also provide links to others; Youtube channel	Laptop, camera, microphone, tripod	
Crafts	Interactive Pinterest	Supplies they have at home	
Classes	Online resources & links		
Music	Online resources & links		
Teen room/programming	Interactive, online resources & links		
Social aspect of coming to library	Volunteers, call trees, pairing patrons	Sign up from patrons & volunteers	
Social interaction with library staff	"office hours" online Telephone calls out	Dependable set hours for patrons to count on	all
Social connections with other patrons	Library sign up for group sessions of yoga, book club, etc. online	Sign up from patrons	all
Video recording studio	By appointment after stay at home order lifted	Camera & microphone	
Makerspace (sewing machines, 3Dprinter, crafting equipment, workplace software)	Online instructions for those that may have equipment at home Staff could do if we had more equipment	3Dprinter, sewing machines, \$ for supplies	

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Library Services	How, if at all, library may provide this service?	Possible resource needed	Staff to manage
Assistance with E-Government (BMV, unemployment, eligibility benefits, case lookup)	Appointments by phone or email Convert conference room or by appointment in vestibule	Laptops, tablets	all
Notary	Patrons need	Research on legality	

What other considerations are important for resuming certain essential services?

The list below was developed from discussions with PL directors 3/13-3/20.

- May need to name a sanitation officer and adopt new practices
- Reassignment of job duties for staff (need to determine how to handle if staff member requires extended quarantine; may need to discuss furlough or layoff if staff does not accept new job duties)
- Reallocation of library resources and assets
- May need to rearrange desks for staff to create physical distancing
- Signage around building both for staff and patrons about physical distancing and hygiene
- May need external signs in parking areas to pre-screen about 1) temperature/feeling well, 2) contact with anyone sick, and 3) recent travel
- Promotions/communications
- Book drop and collection management processes
- New/updated policies about electronic resources
- What else?

Step 3: Assess the needs in your community during the pandemic. What do you observe your community needs immediately? What can you anticipate that the community may need? Make your own list. The list below reflects needs discussed on PL Director calls 3/13-3/20.

Then, let's make a list of the ways that libraries may be able to help meet these needs through library staff or community partners.

Anticipated needs in community	Alternative ways to meet these needs	Library and staff resources
Taxes are due May 10. Many counties are not able to process online payments.		
IRS and IN Dept of Revenue extended tax deadline to July 15; VITA/AARP will need to resume help		

Anticipated needs in community	Alternative ways to meet these needs	Library and staff resources
Census workers are not able to go door-to-door for period		
Primary Election moved from May to June 2. Many libraries are polling places. There are not enough poll workers. Election Day is Nov.		
Social distancing may be required for extended periods, changing the way we interact entirely.		
Elderly and isolated need help with errands and are isolated		
Children may be taking care of younger siblings		
Parents are stressed with responsibility of eLearning and with children unexpectedly home for six weeks	Offer curbside pickup for books for AR requirements	
Many people cannot even get cell service where they are and have no internet.	Amped Wi-Fi in library parking lot.	Names charged with developing signage and social media posts to announce availability.
For many children, schools, childcare, libraries and out-of-school programming are their only safe places from family violence, parent addiction, etc.	Offer one on one appointments for DFC case workers	
Local newspaper not available for patrons; more people rely on social media and word-of-mouth. People may not be getting accurate information.		
People lost their jobs or hours were cut. People's basic needs are at risk or are not being met.	Libraries can help community members apply for benefits online. Libraries may offer scanning services for scanning key documents.	
Other units of government in my community are not prepared for recession, 100% online services, etc.		