



## **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](http://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.

<b>Step 1: List library services</b>	<b>Step 2: Assess how library could provide service.</b>		
<b>Library Services</b>	<b>How, if at all, library may provide this service?</b>	<b>Possible resource needed</b>	<b>Staff to manage</b>
Provision of a library card	Convert to online application		
Regular collections (books, movies, music, games, [insert other items])	New collection handling process with 48 hour in quarantine space before shelved for recirculation. New safe handling procedure <ul style="list-style-type: none"> <li>• Curbside</li> <li>• Lockers</li> <li>• Vestibule or tables in entrance</li> </ul>	<ul style="list-style-type: none"> <li>• Safe quarantine area</li> <li>• Bags for curbside, and way to clean bags if safely reusable</li> <li>• Lockers</li> <li>• Personal Protective Equipment? (gloves)</li> </ul>	
Library of Things (bundles, kits, technology, mobile hotspots, art, Chromebooks, [insert other items])	<ul style="list-style-type: none"> <li>•</li> </ul>		
Inter-library loan with other libraries		Updated agreements to ensure common processes	
eResources, including eBooks, eAudiobooks, downloadable music, access to games, databases, etc.	Currently providing <ul style="list-style-type: none"> <li>• Add instructions</li> <li>• Add more to collection</li> <li>• Run sessions on how to access</li> </ul>	Reallocate % of purchasing from print to electronic	

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Use of computers, printers, scanner, fax [insert other]	<ul style="list-style-type: none"> <li>• Curbside</li> <li>• By appointment</li> </ul>		
Wi-Fi	Extended in parking lot By appointment Additional mobile hotspots	Need to change hours and post social distance signs \$\$ for hotspots	
Meeting space for			
large groups	Not until May 15, maybe longer		
special events (election, Census, parties, weddings)			
Small group (child supervised visits, )			
one-on-one meetings, tutoring	Once sanitation rules and policy is determined, maybe by appointment	Online room scheduler with disclaimer	
Librarian reference questions	Ask-a-librarian via phone, email, and "office hours"		
Programming			
Storytime	Facetime, Zoom, Recorded; also provide links to others		
Crafts			
Classes			
Music			
Lectures			
Teen room/programming			
Social aspect of coming to library			
Social interaction with library staff	"office hours" online Telephone calls out		
Social connections with other patrons	Library signup for group sessions of yoga, book club, etc.		
Video recording studio			
Makerspace (sewing machines, 3Dprinter, crafting equipment, workplace software, [insert])			
Assistance with E-Government (BMV, unemployment, eligibility benefits, case lookup)	Appointments by phone or email Convert study room		
What else?			

**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.

<b>Anticipated needs in community</b>	<b>Alternative ways to meet these needs</b>	<b>Library and staff resources</b>
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		
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		

<b>Anticipated needs in community</b>	<b>Alternative ways to meet these needs</b>	<b>Library and staff resources</b>
with children unexpectedly home for six weeks		
Many people cannot even get cell service where they are and have no internet.	Amped Wi-Fi in library parking lot.	Staff Person A 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.		
No local newspaper anymore; 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.		