

Hall Library Report

June 18, 2020

Helen Talley

In preparation for opening the Hall library we altered several physical spaces and services. In order to offer public computer service we completely rearranged the computers to allow 6 feet between all stations. To accomplish this we moved several computers out of the lab area and distributed them to the non-fiction and fiction areas. The storytime room in the children's area is completely closed to the public and is now used for filming much of our virtual programming.

To keep staff and the public at safe distances we have adopted a mobile service model. Staff will no longer be stationed at desks but walk throughout zones providing computer assistance, reader's advisory, and general library assistance. In addition any staff assigned to a zone will periodically clean high touch areas such as keyboards, mice, tables, and door handles.

During the shutdown we began curbside delivery. Realizing some customers might still be uncomfortable coming into the building we've continued to offer this option. Our plan is to continue offering curbside delivery and determine if this will become a permanent addition to our services.

We continue to be in contact with the AARP concerning tax assistance. At this point they are waiting to hear from the national office for approval to begin this program.

Our interlibrary loan service is on hold for now but should resume shortly when more libraries are open.

Lisa is sending over JJGL staff to observe our setup and operations as we both will be operating with a "zone" model and want to mirror our procedures as much as possible.

Our staff has been very open and adaptable as we continue to adjust to this new operational model and provide regular feedback to fine tune all aspects of service to best meet the needs of our customers.