

Stage 1



Virtual Services

Stage 2



Staff Only

Stage 3



Curbside Service

Stage 4



Limited Re-Entry

Stage 5



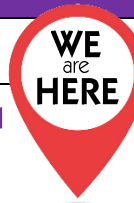
Open with Precautions

Stage 6



Our New Normal

 WiFi always available from our parking lot



started March 16
ended June 8

- Building closed to non-essential staff and the public
- Virtual programs and online services only
- No Friends donations accepted
- Outside dropbox available
- Returned materials quarantined
- Fines suspended

started June 8
ended June 14

- Staff only in the library building
- Staff prepare for Curbside Service
- Building preparation (e.g. signage, distancing, sanitizer)
- Staff training
- Processing materials
- Daily disinfection
- Virtual programs only
- No Friends donations
- Outside dropbox available
- Returned materials quarantined
- Fines suspended

started June 15

- Limited service outside the building
- Curbside pickup service [available](#)
- Request items [online](#) or by phone 248-887-2218
- Building closed to the public
- Phone reference
- Virtual programs only
- No Friends donations
- Outside dropbox available
- Returned materials quarantined
- Fines suspended

started July 8

- Short stay: 30 minutes grab and go
- Limited occupancy and access
- Limited browsing
- No public access to stacks
- Hold pickup inside or curbside
- Masks required
- Social distancing
- Staff-mediated wireless printing & scanning
- FAXing, photocopying
- Limited computers: 30-minute time limit no assistance library cardholders only
- No seating
- Curbside pickup service [available](#)
- Request items [online](#) or by phone 248-887-2218
- Phone reference
- Virtual programs only
- No Friends donations
- No inside book returns – return in outside dropbox only
- Fines suspended

starts when safe

- Library open with extra precautions: limits on time and capacity/ occupancy
- Social distancing protocols, limited furniture and computers, limited capacity
- Flexibility in programming to adapt to conditions
- Copier, faxing, scanning available
- Quiet study rooms limited to one person/one household
- No meeting rooms available
- Public computers available (limited assistance/ self-serve)
- Curbside pickup service [available](#)
- Request items [online](#) or by phone 248-887-2218
- Masks recommended
- No inside book returns – return in outside dropbox only

starts when safe

- Library open for regular business
- Board will review fines policy Sept. 1
- Meeting rooms available
- In-person programs
- Youth toys available
- Friends donations accepted
- Curbside service *may* remain

Find more Re-Opening info here: [Policy](#) | [Plan](#)

Approved by Library Board June 2, 2020



248-887-2218

www.highlandlibrary.info