

# Howland Public Library

## COVID-19 Pandemic Service Tiers

### Service Tier A- Building closed and staff working remotely

<u>Services</u>	<u>Circulation</u>	<u>Programs</u>	<u>Computers/Wi-Fi</u>	<u>Meetings/Space</u>
-Online resources  -Telephone/email support & reference	-Electronic materials only  -No book returns	-Online/virtual programs and events only	-Wi-Fi remains on	-HPL Board Meetings conducted virtually  -No room reservations

### Service Tier B- Building closed with limited staff performing Contactless Pick-up

<u>Services</u>	<u>Circulation</u>	<u>Programs</u>	<u>Computers/Wi-Fi</u>	<u>Meetings/Space</u>
-Online resources  -Telephone/email support & reference	-Contactless pick-up only  -Books returned in outside book drop only  -No fines accepted	-Online/virtual programs and events only	-Wi-Fi remains on	-Limited hours  -HPL Board Meetings conducted virtually  -No room reservations

### Service Tier C- Appointment only access to building with limited staff

<u>Services</u>	<u>Circulation</u>	<u>Programs</u>	<u>Computers/Wi-Fi</u>	<u>Meetings/Space</u>
-Online resources  -Telephone/email support & reference  -In person reference by appointment only  -No copier or fax	-Contactless pick-up only  -Books returned in outside book drop only  -No fines accepted	-Online/virtual programs and events only	-Wi-Fi remains on  -Limited public computer use by appointment only (ONE person per computer-maximum 2 hours)	-Limited hours  -HPL Board Meetings conducted virtually if allowable  -No room reservations  -No tables available

### Service Tier D- Limited Access to building with less limited staff

<u>Services</u>	<u>Circulation</u>	<u>Programs</u>	<u>Computers/Wi-Fi</u>	<u>Meetings/Space</u>
<ul style="list-style-type: none"> <li>-Online resources</li> <li>-Telephone/email support &amp; reference</li> <li>-In person reference</li> <li>-Copier and fax available</li> </ul>	<ul style="list-style-type: none"> <li>-Check out at circulation desk; Contactless pick-up ends</li> <li>-Books returned in outside book drop only</li> <li>-Browsing permitted</li> <li>-Fines accepted</li> </ul>	<ul style="list-style-type: none"> <li>-Online/virtual programs and events only</li> </ul>	<ul style="list-style-type: none"> <li>-Wi-Fi remains on</li> <li>-Laptop station available by appointment only</li> <li>-Limited public computer use (ONE person per computer-maximum 2 hours)</li> </ul>	<ul style="list-style-type: none"> <li>-Limited hours</li> <li>-HPL Board Meetings conducted in person if possible and if state and local restrictions allow</li> <li>-No room reservations</li> <li>-No public tables</li> </ul>

### Service Tier E- Increased access to building with majority of staff

<u>Services</u>	<u>Circulation</u>	<u>Programs</u>	<u>Computers/Wi-Fi</u>	<u>Meetings/Space</u>
<ul style="list-style-type: none"> <li>-Online resources</li> <li>-Telephone/email support &amp; reference</li> <li>-In person reference (all in person services resume)</li> <li>-Copier and fax available</li> </ul>	<ul style="list-style-type: none"> <li>-Check out at circulation desk</li> <li>-Books returned in outside or indoor book drop only</li> <li>-Browsing permitted</li> <li>-Fines accepted</li> </ul>	<ul style="list-style-type: none"> <li>-Online/virtual programs and events only</li> </ul>	<ul style="list-style-type: none"> <li>-Wi-Fi remains on</li> <li>-Tables available based on social distance. No groups or gatherings.</li> <li>-Public computer use</li> </ul>	<ul style="list-style-type: none"> <li>-Less limited hours</li> <li>-HPL Board Meetings conducted in person if possible and if state and local restrictions allow</li> <li>-Room reservations-tbd</li> </ul>

### Service Tier F-Near Full Access to Building with full staff

<u>Services</u>	<u>Circulation</u>	<u>Programs</u>	<u>Computers/Wi-Fi</u>	<u>Meetings/Space</u>
<ul style="list-style-type: none"> <li>-Online resources</li> <li>-Telephone/email support &amp; reference</li> <li>-In person reference</li> <li>-Copier and fax available (all in person services resume)</li> </ul>	<ul style="list-style-type: none"> <li>-Check out at circulation desk</li> <li>-Books returned in book drop or inside the library</li> <li>-Browsing permitted</li> <li>-Fines accepted</li> </ul>	<ul style="list-style-type: none"> <li>-Primarily Online/virtual programs and events</li> <li>-Limited in person events with registration and social distancing</li> </ul>	<ul style="list-style-type: none"> <li>-Wi-Fi remains on</li> <li>-Tables available based on social distance. No groups.</li> <li>-Public computer use</li> </ul>	<ul style="list-style-type: none"> <li>-Resume regular hours</li> <li>-HPL Board Meetings conducted in person</li> <li>-Limited room reservations with registration and social distancing</li> </ul>