

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>
-Online resources -Telephone/email support & reference -In person reference -Copier and fax available	-Check out at circulation desk; Contactless pick-up ends -Books returned in outside book drop only -Browsing permitted -Fines accepted	-Online/virtual programs and events only	-Wi-Fi remains on -Laptop station available by appointment only -Limited public computer use (ONE person per computer- maximum 2 hours)	-Limited hours -HPL Board Meetings conducted in person if possible and if state and local restrictions allow -No room reservations -No public tables

Service Tier E- Near Full Access to Building with full staff (Normal Hours)

<u>Services</u>	<u>Circulation</u>	<u>Programs</u>	<u>Computers/Wi-Fi</u>	<u>Meetings/Space</u>
-All normal services: -Telephone/email support & reference -In person reference and technology assistance -Copier and fax available	-Check out at circulation desk -Books returned as normal -Browsing permitted -Fines accepted	-Online/virtual programs and events only in the library -Socially distanced programs off-site	-Wi-Fi remains on -Laptop station available (first come first serve- 2-hour limit) -Public computer use	- HPL Board Meetings conducted in person - No room reservations -Tables available based on social distance. No groups or gatherings

Service Tier F- Full Access to Building (with some restrictions) with full staff

<u>Services</u>	<u>Circulation</u>	<u>Programs</u>	<u>Computers/Wi-Fi</u>	<u>Meetings/Space</u>
-All normal services: -Telephone/email support & reference -In person reference and technology assistance -Copier and fax available	-Check out at circulation desk -Books returned as normal -Browsing permitted -Fines accepted	- Online/virtual programs and in-person programs -Limited in person events and programs with registration and social distancing	-Wi-Fi remains on -Laptop station available (first come first serve- 2-hour limit) -Public computer use	- HPL Board Meetings conducted in person -Tables available based on social distance. No groups or gatherings -Limited room reservations with registration and social distancing