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| **Please share any additional comments or suggestions.** |
| My answers can go either way. I believe the library is a huge service for families and or individuals that don't have access to computers or printers etc. I believe if the library closes, curbside pick up and the option for patrons to email us with options to print items to pick up at curbside and just bill their account. I do not want to reduce hours or furlough but if unemployment is an ability to help with income that would be a possibility. I am a team player and want what is best for the library, the employees, the patrons and community.  |
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| I know some of my answers were contradictory, however I believe we are all uncertain in these times which is why I answered maybe to question 2, but yes to the following two questions. I can truly believe that we should be open for curbside only or even for computer use by appointment and still understand the good and benefit we can provide to people in our community. One thing that highlights my hesitancy is yesterday, I was helping someone who after I finished helping her find a book told me that she was nearing the end of her two weeks after exposure to a Covid positive person, and yet even as she was reassuring us that she hadn't even been out to the grocery store in the two weeks she was here at the library. She was masked and said that she had used hand sanitizer, but it leaves you with an uneasy feeling that anyone you might interact with may be potentially sick. |
| I've found that it's almost impossible to provide technology help while social distancing. You can't see the computer screen from 6 feet away. |
| Staff and customers are required to follow recommended guidelines. Most are doing this completely voluntarily. The few who remove their mask or stand too closely readily correct when asked. Customers and staff are no more exposed to the virus in the library than they would be in for example a grocery store. In addition, grocery stores have signage that face coverings are a requirement for entry, and yet there is no enforcement. Here at the library, every person is required to wear a mask, and if they do not comply, they are respectfully asked to cover their face. There is always a possibility that someone has touched something before another person touches it no matter where you go. In fact, the library has safety procedures in place that exceed those found in other public places due to the quarantine of items that have been handled for the time suggested by a scientific study through Batelle of possible contamination periods. Scientific studies also point to the fact that the highest possibility of contracting the virus is time + proximity. That means being in close contact with an infected person for an extended period of time. That scenario is not happening with our current process. Customers are coming into the building, completing their needs and leaving. Those who do stay to use tables to study or read are significantly distanced from each other and from staff. Those tables are cleaned (as are the PC's that are used) immediately after that area is vacated. Staff are required to take their temperature before working and to report any symptoms. If someone does report exposure or symptoms, additional disinfecting and a quarantine period is required, thus keeping other staff safe from additional risk. We have gloves, masks, face shields, sanitizer, spray, wipes and other protective equipment or materials available to us at all times. The most important thing to do is to make decisions based on logic rather than fear. People are afraid - this is something new and unknown to all of us. It is okay to be afraid. It is okay to feel uncomfortable around others and the public. What we can't do is make decisions based on that fear and the emotions of uncertainty. In times of crisis, the library should be a sustaining entity that keeps access and information available for its citizens. The only time to remove that opportunity is when risk outweighs benefit, which was demonstrated when we closed completely and then phased in services again starting with curbside. We are still phases in services, and we continue to offer curbside services to those who do not wish to enter the building. We are not having in person events or meetings. We are not scheduling in person appointments with our technology trainers. We are not providing outreach to our senior populations. Luckily, we have been able to move many offerings to the virtual arena, and we continue to use that option even with the building open to allow for participants who do not want to gather in public and to provide an extra layer of protection while still offering services. Our collection and services are being used. We are back to providing our essential offerings to our customers. Unless the risk outweighs the benefit in the future, we should continue to move forward. |
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| I think curbside was a great compromise between full open hours and closing completely to the public. Fulfilling holds and filling lockers while also creating book bundles for patrons was enough for most customers.  |
| We could move back to curbside and staff can focus on completing the Down with Dewey project. |
| I believe we should continue providing services to the community, even if in a limited capacity. Community response to curbside, at-home programs, and computer access suggests that we are meeting critical needs of our constituents. Current foot traffic into the library appears minimal, so I think either continuing as-is or moving to appointment-only visits would be very feasible.There are also many valuable tactical plans that library staff can work on if we close to foot traffic, taking projects that would normally take months amid our other duties and accomplishing them in a fraction of the time.On a personal level, I depend on my employment at PPL for health benefits and my household's sole source of income. If Congress does not extend the CARES Act supplemental unemployment benefits, I am very concerned about paying my bills if furloughed. I would much rather be in the library providing services to the community. |
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| I can see both sides. Many people with young children love come into the library to pick out physical books. Many older customers do not have the equipment or the know-how to access our electronic resources. Also, while we were curbside only, we got about 1-2 calls a day asking if they could print. Even though customers say they are glad we are open, it all has to weigh against risk to staff and customers. Even though we do remind customers where to place materials they have handled, some of those do not get placed in the bins for quarantine. Overall, it may be safer to go back one step to curbside service until the numbers go back down.  |
| I wish the library could stay open, however, if it means the Covid will go away, I think everything that can be done towards that end, should be done. |
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| I think the community is so happy to have us back and be able to get books again; I think it would be a mistake to totally take our services away from them. |
| I do not feel safe working with the public because I am high risk. I do think curbside is a good option until our case numbers decrease, which could be just a few weeks since masks are mandated across the state. |
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| As long as the numbers continue to rise, I just think we should take as many precautions as necessary to keep our patrons and staff safe. |
| I think that the library has done a great job of trying to maintain health and safety measures; however, I also believe that there is still too much unknown about the virus and feel that we opened too early to effectively manage community spread. As an example, we were quarantining items for the recommended 72 hours, and then found out that that is not a long enough time period for certain items. This is timeframe is likely to increase with the next round of testing. Additionally, while most customers have been willing to return to their vehicles to get masks, many others will promptly remove them to speak or while sitting at a table or computer, putting staff and other customers at risk.  |
| I personally feel that we opened to the public way too soon. Even with our safety measures in place, having the public in the building is very stressful. We have a mask mandate in place and still people come in either without masks, or remove them once they are seated. We don't have enough staff to follow customers around and police that and honestly, I know a lot of staff are not comfortable doing that with the way people are fighting the mask mandate. It's a very scary time now and information about the virus changes it seems every day so we really don't know what is "safe" or not. The Battelle study change this week alone of quarantining longer is a good example. I understand that people are wanting to come back into the library. That's wonderful that we are missed, I just do not think we are "essential" to the same level as say grocery stores. I think curbside is a great way to still serve our customers and not risk the staff. When all other libraries went back to curbside as soon as numbers increased, I have to admit I was surprised that we didn't as well. I even heard customers say they were coming in to get some items because they anticipated us closing again. That being said, I think as stated in the above questions, that we should close to the public and offer curbside service. We are still helping customers, we are still able to be in the building, but we have considerably lowered the risk of spreading the virus. |
| Given that we are still learning new information about the virus, I am concerned that we are exposing staff and customers to become infected, when we previously believed we were keeping people safe. The more people we have in the building, the more likely we are to come in contact with the virus. I think our services are important, but through curbside service we were able to meet the majority of customer needs while reducing the risk of virus exposure. The library systems fought to reopen because we are an essential service, especially considering the uncertainty of the education system protocols for this upcoming school year. We can offer necessary virtual services and provide physical resources through curbside services, while reducing the risk of exposure to customers and staff. We have no idea how long this virus is going to be around, and I think it would be better to work on innovation and creative ideas, rather than succumb to fear and hopelessness. We have a great team here at the library and when we put all our minds together, we can achieve seemingly impossible things.  |
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| -I think we should add printing/copying service to curbside (customers email the items and we deliver via curbside). -I do not think the library is being cleaned enough; I do not see all departments cleaning the tables/chairs/surfaces in their immediate areas after customers use them. I do not believe it is enough to wait for facilities folks to do it, and I'm not even sure what they are required to clean, or if they are cleaning it all.-I think it is wasteful to quarantine items for 4 days just to shelve them and have them quarantine for another 4 days. The customers doing the safest thing suffer with the longer wait times; the customers with riskier behavior can walk in and get whatever they want.-I am concerned about the upcoming school year. It will be difficult to manage social distancing with the large number of students coming in, adults trying to study, and tutors trying to work, with the limited seating and a virtual HHC. In addition, we may experience added crowds during the day, as families try to navigate virtual and hybrid schooling, or worst-case scenario, parents dropping off their kids because they have to go to work.-I am confused about what determined us staying open when other libraries have not. I thought RED would mean curbside, and PURPLE would mean closed (because we shouldn't be encouraging anyone to be out and about at the purple level).-I do think the library is an essential business and I am not taking this lightly. However, for the safety of myself, my family, my coworkers, and my community, I think it is risky to have our doors open right now. My family is not going anywhere except to work and to pick up groceries; we are not socializing with anyone (except for a babysitter [family member] when we are at work) and we stay home. Do we like it? Of course not. But we are being very diligent with our safety and hold that to the highest standard so that we can get through this pandemic as quickly as possible.-There are many projects we can work through if we went back to curbside service. We could complete inventory, shift, thoroughly clean, begin Down with Dewey, re-arrange, work on reports like Dead/Grubby, etc. |
| I would feel more comfortable if there was a way to limit how long customers are allowed to linger, maybe we could shorten computer sessions. It is extremely difficult to instruct a customer on the computer and still maintain social distancing. I am anxious about catching Covid-19 and fear of the unknown. |
| I think the library provides many important services to our community. But we also have a responsibility to help keep our community, our patrons, and ourselves safe. Cases are still rising and while I would love for the library to stay open, I don't think it's entirely safe. We have many safety precautions in place, but many of these are dependent upon not only our staff but the public in properly following them while using our facilities. I believe staying open for curbside service is a great option at this time. It allows the library to continue offering its services to the public while simultaneously protecting patrons and staff of the library. |
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| It would be nice to have a data-based standard to follow, such as the county color-coding system. Because many other libraries are closed during "red," I think our community would understand the reasoning if we were open for curbside only. They might not like it, but it is for safety. For purple, the library should close to reduce the number of people moving around the community. We shouldn't be encouraging that. Another concern is what will happen if we remain open in "red" once the school year begins. More families will be schooling from home/online. While I want them to use the library, I also don't want to jeopardize staff safety when students start coming in for longer periods of time--whether it's for wi-fi access, tutoring, materials, or socializing. We can provide wi-fi and materials safely while closed to the public.Customers generally use the library for less than an hour, while staff are here between 4 and 9.5 hours a day. We eat meals here. We clean surfaces multiple times a day. We all clean the family restroom, which is a very small space with two toilets and little to no ventilation. These toilets don't have lids (look up "toilet plumes" for more information). Does all this exposure add up? No one really knows. Other unknowns include how well the virus can be transmitted through air conditioning and ventilation. Yes, people will get the virus and the majority will recover. While this is good news, we don't know the lingering effects, and this is perhaps the scariest fact. All of these safety measures are temporary. Someday we will be able to go back to in-person events and welcome the usual after-school crowds. But for now, I really hope that we can provide services in a safer way than we currently are. Thank you for asking for our opinions.  |
| Safety should continue to be our number one priority and using the county coded system provides a framework to make informed decisions. As a county in the red, curbside service offers a safer alternative for staff and customers since the confirmed positive COVID-19 cases have increased in Fairfield county. From this information, we know the virus is spreading rapidly in our service area and we can assist with slowing the spread by reverting to a 100% contactless curbside experience while simultaneously satisfying the informational and recreational needs of our community.  |
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| At our current traffic, I am comfortable with the ability to social distance among customers and staff. I am concerned about once school starts and students come in after school; it will be very difficult to enforce social distancing at that time. |
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