

## **Message to Library Customers**

### **Mastics-Moriches-Shirley Community Library**

Dear Neighbors,

The library board and staff are pleased to let you know that we are moving into Phase 3 of our Library re-opening plan on July 6<sup>th</sup>, 2020. Staff in all departments have been busily working behind-the-scenes to prepare to welcome you back safely. Our hours of operation remain the same as usual at this time.

We will operate under a new service model following guidelines established for retail establishments to provide customers and staff with a safe, healthy environment. This new model will provide the public with access to all materials in our collection but will limit the amount of time customers can spend in the building.

Things to expect when we reopen:

- In order to maintain adequate social distancing, we will permit a maximum of **50** customers in the library at any one time. **Please expect that when you arrive you may need to wait on a line outside of the building keeping 6' distance between other patrons.**
- In-person visits inside the building are **limited to 30 minutes per person** per day.
- **Masks will be required for all staff and customers.** Should you forget your mask, disposable masks will be made available to you before entry.
- Floor decals will indicate appropriate social distancing both outside and inside the library.
- Computer workstations will be spaced at least six feet apart. Usage will be limited to **15 minutes per session, with an additional 15 minute extension granted where needed. Limit 1 session per patron per day.**
- The option for curbside pickup of materials will continue.
- Clear plastic barriers will provide suitable separation between desk staff and customers.
- Self-checkout machines will be available for patrons to complete their own borrowing transactions.

Things that will **not be available** for a while:

- Extended stays.
- Public restrooms.
- Meeting and study rooms.
- In-person events and programs.
- Public seating.
- Copy/fax service

Our number-one priority is ensuring the health of our customers and staff, while fulfilling our mission. That is why we ask that you refrain from coming to the Library if you are exhibiting any COVID-19 symptoms. We all need to do our part to prevent the spread of this virus and keep our neighbors safe.

Even though our doors have been closed, we have been serving the community in new and innovative ways with a wide range of web-based resources, all of which will continue during Phase 3. Customers have been checking-out e-books, e-audiobooks, music, and videos. Librarians have been available via email, phone, text, and online chat for reference desk questions and other inquiries.

We've enjoyed curating a collection of fun things to learn and do for the entire family by way of virtual programming via Zoom and our YouTube channel. Our staff is currently planning new ways to virtually present our 2020 summer programs.

You may have heard the phrase, "every challenge is an opportunity." Well, the challenge of COVID-19 has provided an opportunity for us to learn new ways of doing old things. For example, our curbside pickup program has proved to be so popular that it's something we plan on continuing even when this pandemic ends and we return to normal operations. Find out more about how you can take advantage of curbside pickup at <https://www.communitylibrary.org/pickup/>.

Do you like surprises? If you do, and if you're looking for books to read, music to listen to, or videos to watch, let our library staff curate a weekly collection for you. Just let us know the genre(s) you like and we'll do the picking.

Lastly, we've been getting a number of inquiries about the status of our building project in light of the pandemic. Please know that while we've experienced some slight delays, it has not had a substantial impact on our timeline. Construction on the two branches will still commence by early 2021 as planned.

Please keep an eye out for more reopening details on our website, on our social media channels, and in e-newsletters. You have been such great partners on this unexpected journey. We appreciate your support and patience, and we look forward to seeing you soon.

Sincerely,

THE STAFF AND BOARD OF TRUSTEES

MASTICS-MORICHES-SHIRLEY COMMUNITY LIBRARY