

## **General Services FAQs**

### **What actions are being taken to ensure our buildings are cleaned and disinfected during the closure?**

We are continuing to employ our janitorial staff during the closure. The janitors will be deep cleaning all 25 branches to ensure they are safe upon the Library District re-opening.

### **What actions are being taken during the closure to ensure buildings remain safe and secure?**

During the closure, we are continuing to employ security officers at urban library locations. Their post orders include building inspections inside and outside; greeting and informing any customers who may be unaware of our closure; accepting deliveries; and providing security for janitorial staff.

Also, some staff have been assigned to inspect outlying branch buildings owned by the District. The County will be responsible for maintaining the buildings that they own.

### **Will anyone be able to accept deliveries already shipped from suppliers?**

Security officers have been instructed to accept mail and deliveries. However, if a large item arrives and the delivery driver will not move it into the building, security will ask the driver to “return to sender.”

If you are expecting delivery of a large item, and did not pre-arrange for inside delivery, we suggest that you contact the seller to let them know that the item **may** be returned and that you will reach out in April to reschedule delivery.

### **Since we have security guards on-site, can I go to my work location to pick up personal items or library materials such as DVDs?**

No. Staff members are not permitted to enter any library building until further notice. **Exception:** Service Center staff may access the Service Center in order to perform essential job functions. Outlying staff may access their branch to perform essential assigned job functions during the closure as approved by their Regional Manager.