



## MEMORANDUM

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**TO:** Dr. Ronald R. Heezen, Executive Director; District-wide Staff  
**FROM:** Matt McNally, Community Engagement Director  
**DATE:** March 19, 2020  
**SUBJECT:** Community Engagement Coronavirus Mitigation FAQ's

### **What's happening with programs, events, rental usage of meeting rooms and Performing Arts Centers, literacy classes, art gallery receptions, and outreach activities?**

All of these services have been suspended through June 30. The Library District will monitor additional changes in operations as this rapidly changing public health situation continues. Services may be restored prior to June 30 after the Library District re-opens and if health condition circumstances improve for group gatherings.

### **Can customers still reserve meeting rooms?**

Customers may currently reserve meeting rooms using the Communico platform on the Library District's website. Reservations can be requested for after June 30 and up to six months in advance from the date of booking. Requests are being approved every few days by staff assigned to work from home. In-person reservations are not possible due to the current closure.

### **Can customers still reserve Performing Arts Centers?**

Customers can not reserve Performing Arts Centers at this time as those reservations must always be made in person. Once the Library District reopens, Performing Arts Center reservations can be requested for after June 30 and up to twelve months in advance from the date of booking. Requests will be addressed and meetings will be set between user groups and Library District staff upon the Library District reopening.

### **What's happening with program cancellations and refunds for meeting rooms and Performing Arts Centers?**

Programming staff was able to cancel nearly 3,500 programs, contact countless partners, and personally call every user-group of meeting rooms and Performing Arts Centers. Staff then

began the refund process for each reservation before the Library District closed. All individuals/groups that had their usage cancelled will receive a full refund. Refunds can typically take 3-14 business days depending on the type of payment. Financial Services is in the process of executing these reimbursements. There could be a delay in customers receiving these refunds because of the current circumstance, but the Library District will work as quickly as possible to remedy the situation.

**Our community is hungry. How is the Library District supporting this need?**

The Library District immediately reached out to our partner, Three Square, to offer our support with meal distribution. Even during the library closures, Three Square was given access to utilize our parking lots. They changed the model of after-school food delivery inside the library to a boxed “to-go” system. Three Square’s capacity to serve has been extremely stretched. They chose to continue services and operate this new model at four urban libraries (CC, EN, WH, SU) but could not commit resources to outlying branches (IS, MQ, SE). Three Square is able to keep this commitment through Friday, March 20, before needing to turn their attention toward higher impact initiatives that they have planned. Three Square knows that the Library District is here to support their needs however possible.

**Are Safe Place services operating at the Library District during the closure?**

Safe Place services are not currently operational at the Library District but will resume as soon as the Library District reopens.

**Are homebound services currently operational?**

Homebound services are not currently operational at the Library District but will resume as soon as the Library District reopens. As this service is not dependent on group gatherings, the service will be restored immediately after staff return.

**Are Census 2020 initiatives still operating at the Library District?**

Customers are being encouraged to use this time to complete the census. Counting every person matters! Much of the State’s federal funding is dependent on the number of people identifying that they live here. Unfortunately, all census trainings, meetings, and programs have been suspended through June 30.

**What’s happening with early voting in June?**

At this time, we’re keeping all of our commitments for library sites to conduct early voting. The Library District believes it can work with the election department to space out voting booths and manage lines from congregating in order to properly provide necessary spacing if needed. Providing this service will continue to be evaluated as current circumstances change.

**What’s going to happen with Food for Thought?**

The beginning of Food for Thought will be delayed until the Library District reopens. Unfortunately, donations cannot be accepted throughout the closure. Customers are encouraged to contribute directly to Three Square in order to replenish our community food bank and local food pantries. When the Library District does re-open, the program will operate unchanged as originally announced with an exception that the program will be extended through May 31, 2020.

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