

CRRL Draft Reopening Plan

Uninterrupted library services since March:

- Distribution of new library cards; 3,171 new cards have been created.
- Access to eBooks, eAudios, eMagazines and eVideos. The eBook and eAudio collections were expanded during the closure.
- Access to online research materials such as encyclopedias, magazine and newspaper articles, lynda.com, Law Depot, Foundation Directory Online, just to name a few of the nearly 60 online resources that we provide.
- Research and readers' advisory help through our online reference services. CRRL employees have answered almost 3,000 online research questions.
- Classes and events that could be conducted virtually were moved to an online platform. CRRL has offered storytimes, book discussion, computer classes, job help and even converted our popular Music on the Steps concerts to live online performances.

Expanded offerings since June:

- Placing holds on library materials. Since this capability was reinstated customers have placed 33,800 holds. In a single week, Salem Church had 3,000 items to pull for holds at their location.
- Curbside pickup of materials at all locations except the Fried Center. As of September 7, staff have manually checked out 43,910 items to 4,289 customers.
- Accepting returns of library materials. Between July 10 and September 9, 142,810 items have been checked in..
 - Returns are quarantined per the results of testing for the duration that the COVID-19 virus survives on library materials by the [REALM Project](#) (Reopening Archives, Libraries and Museums). Results range from 72-hours on books that are unstacked to six plus days on library materials that are stacked. Since June 22 they have released four reports with more studies underway.
 - Processing that volume of materials plus pulling that number of holds has required all available staff to focus on these tasks. Last week, branches saw a reduction in the volume of returns for the first time.
- Worked with the City of Fredericksburg and Stafford County school systems to link all of CRRL's ebook and eAudio titles in the school's online catalog providing all of their students easy access to CRRL collection. Spotsylvania has the details and may join.
- Purchased Tutor.com which provides live, one-on-one tutoring as well as job help to support area schools, students and parents.

Next steps:

- **September 16:** Personalized research and readers' advisory assistance
 - Customers will be able to place holds over the phone and receive fax, scanning and copying assistance.
 - Teachers will have access to classroom carryouts, materials pulled to support their classroom needs.
 - Staff will be available to conduct research in the Virginia Collection in the Fredericksburg Branch.
- **October 1:** Chromebooks and hotspots will be available for checkout
- **November 11:** Limited building access for browsing, holds pickup and computers
 - Soft opening planned **October 28** for at least two locations, yet to be determined.
 - Curbside pickup will continue and materials will continue to be quarantined per the results of the REALM Project tests.
 - All branches, except Fried Center, will be open at 25% capacity at reduced hours for socially distanced computer use, holds pickup and browsing.
 - We are considering whether or not to use an electronic platform to schedule appointments or using door counts to monitor capacity. Customers will be able to make an appointment on their smartphones or by calling the library.
 - Masks will be required for the safety of our staff and our customers. We will have signage on the doors and outside our building and will provide masks to anyone who doesn't have one.
 - Per the Department of Labor and Industry's Emergency Temporary Standard, staff will receive training before moving into this phase. Staff will also receive updated training on CRRL's violence preparedness plan.
 - Some equipment updates will be required to allow for increased customer self-service
 - Will need to hire and train additional staff including security officers
 - Will need to work with the jurisdictions for increased cleaning that public access to buildings will require
 - This is a target date based on completion of all steps and local positivity rates.