



COVID-19 Re-Opening Update

August 18, 2020

To ensure it is operating as safely as possible, Trails Regional Library is taking a phased approach to resuming services at its branches. Beginning August 24, patrons will be able to reserve appointments to enter the library buildings for technology services for a maximum of 60 minutes per customer. Please review the full re-opening phase description to ensure a safe and pleasant visit to the library.

What is the Library doing in this phase?

For the safety of our team and our community, we are:

- Requiring staff and all visitors to wear masks or face shields in the library building.
- Quarantining returned Library materials for at least 4 days.
- Regularly cleaning high-touch surfaces throughout the day.
- Maintaining 6 feet of physical distance between people.
- Limiting occupancy levels inside our buildings.
- Asking customers and staff to stay home if they feel ill.
- Continuing contactless Curbside pick-up of materials.
- Providing virtual programming on Facebook and GoTo Meeting.
- Limiting in-person Technology Appointments to 60 minutes per person per day.
- Equipping service desks with plexiglass shields for staff and patron safety.

We look forward to adding more services within our buildings when it is safe to do so for our staff and for you.

Getting Started with Technology Appointments

Call your local branch or fill out our form at trailslibrary.org. Library staff will call or email you to confirm your appointment time.

Your Technology Appointment

- Arrive at the library at your scheduled time with face mask.
- Call the number on the door.
- Wait for library staff to unlock and clear the entryway.
- Enter the library and proceed to the computer.
- When you are finished, ask library staff to unlock door.

FREQUENTLY ASKED QUESTIONS

What is a Technology Appointment?

Technology Appointment available services include:

- Public computer use
- Print, copy, and scan to USB device
- Remote assistance from staff on public computers.

Note: any combination of these services may be used during a 60-minute appointment.

Do I have to wear a mask?

We require patrons with Technology Appointments to wear masks or face shields. If wearing a face covering is not possible for you, we can accommodate you with Curbside Service or access to free public WiFi in our parking lots instead.

How long can I stay in the library?

Patrons with technology appointments are limited to 1 hour in the library. This time limit applies to use of the computer, copier, printer, and WiFi.

How are you keeping the library clean after use?

Staff are disinfecting all high touch surfaces between technology appointments.

Can I bring my child/spouse/friend to my Technology Appointment?

Due to social distancing protocols, we are limiting all public computer stations to one person per station with distance between each station. Staff will be available to remotely assist patrons on the public computers.

What can I NOT do inside the Library?

- Stay longer than 60 minutes
- Browse the shelves
- Gather in large groups
- Reserve or use a meeting or community room
- Use children's area
- Get assistance with an eReader
- Read Library periodicals, including magazines and newspapers
- Move Library furniture

Are book drops open to return items?

Yes, all outdoor book drops are open 24/7, except for the Waverly book drop, which is available only during open hours.