Crown Point Community Library

Return of Library Services During COVID-19

Summary

*Please note, all dates and services are subject to
change based on the health conditions of our community.*

Library service updates can be found on our website and Facebook page.

Library Services - Beginning March 16

- Both Library locations closed for in-person use on March 16
- Implemented enhanced cleaning/disinfection protocols at both locations prior to closure
- On March 23, Governor Holcomb issued Executive Stay-at-Home Order 20-08 and Library staff are required to worked remotely; limited essential staff worked inside the building
- Remote staff development training
- Book drops remained open, but patrons were encouraged to keep Library materials until reopening
- Temporarily eliminated late fees on library materials and extended due dates
- Created an online library card application to provide access to library materials
- Created a eResource guide for community students and teachers to support eLearning
- Created Crown Point Library YouTube channel and produced virtual programming for all ages
- Enhanced digital resources and purchased additional digital resources to expand our collection
- Expanded free Wi-Fi access to our parking lots at both locations
- Provided remote assistance services via email and phone
- Began preparations for facilities adjustments required for enhanced health and safety
- Began sourcing Personal Protective Equipment (PPE) for staff and sanitation and hygiene supplies needed for reopening

Library Services - Beginning May 11

- On May 1, Governor Holcomb issued Executive Order 20-26 outlining his Back-on-Track plan. Lake County enters Stage 2 on May 11
- Library leadership staff returned to work in the building on May 11 and made preparations for part-time staff to return to work inside library locations on May 16
- Staff begins the process of restarting in-house operations and checking in and reshelving library materials returned via bookdrops since March 16
- Continuing to accept returns via book drop and implementing quarantine procedures for all returned materials for 72 hours before check in and reshelving
- Staff begins the process of ordering new release materials and cataloging the backlog of newly arrived materials

- Resumed in-Library phone service
- Resume outreach service to senior resident facilities
- Created protocols to ensure staff and visitor safety and wellness
  - Requiring staff to monitor their health and wellness before reporting to work
  - Posting safety guidelines at our public and staff entrances
  - Requiring all staff to wear masks and instituting social distancing protocols
  - Training provided on correct use of Personal Protective Equipment (PPE)
- Continued enhanced cleaning schedule of all high-touch surfaces
- Implemented no-contact curbside services:
  - Curbside holds pick-up for library materials
  - Curbside Computing: Mobile computer stations equipped with free printing, scanning and copying service
  - Curbside Activity Take & Make Bags: activity bags that accompany our virtual programming
- Preparing library building for reopening to public

Library Services - Beginning June 15

- Temporary hours of operation:
  - Crown Point: Monday - Friday 9 a.m. - 6 p.m.,
  - Winfield: Monday, Wednesday, Friday 10 a.m. - 5 p.m. and Tuesday & Thursday 10 a.m. to 6 p.m.
- Safety precautions:
  - Continue all enhanced cleaning and sanitizing procedures
  - Provide hand sanitizing stations at public desks and encourage proper hand hygiene and respiratory etiquette
  - Staff are required to wear masks and visitors are strongly encouraged to do the same
  - Social distancing required to maintain at least a six-foot distance
    - Acrylic shields and social distancing markers will be in place at all public service desks
    - Furniture will be removed and limited to ensure social distancing
    - Methods of service will be adjusted to maintain social distancing requirements
    - Visitors will be required to observe social distancing
- Visiting the Library:
  - Extended time spent in the building is not available at this time due to capacity restrictions
  - Limited computers will be available for use, with some out of service to encourage safe distancing. Computer session will be limited to 1 hour
  - Limited browsing available
    - "Grab 'n Go" service will allow patrons to visit the library and select materials for immediate check out.
    - No-contact curbside holds pick-up will continue to provide access to materials for our most vulnerable members of the community
  - These areas are not available for use at this time: Internet Cafe, Study Rooms, Quiet Room, Meeting Rooms, Indiana Room, Children's Program Room, and Game Room

- ○ Interactive play areas are temporarily closed
  - ○ Visitors are encouraged to use the self-checkout stations to minimize contact between patrons and staff
- Returning materials:
  - ○ Book Drops inside and outside the building are open so you can return materials, but please refrain from handing materials directly to staff
  - ○ Returned library materials will be quarantined for 72 hours before being checked in, as a result items will show on your account for an additional three days after you return them. No fines will accrue during quarantine time
  - ○ All materials checked out prior to library closure are due June 15. Fines will be waived through the month of June, but beginning July 1 fines will be assessed.
- Library Programming
  - ○ Summer Reading program for all ages will be held online
  - ○ Virtual programming and curbside activity bags will continue
  - ○ In-library programming and meeting room reservations remain suspended
- The Library is not accepting donations at this time

Please check back for the latest updates on the reinstatement of the Library services as Lake County enters Governor Holcomb's Back on Track Indiana Stage 5 in July.