Phase 2 Limited Public Service, Stage 2

Limited public service will be starting

Phase 2, Stage 2 Service hours will be:

**Jackson Main Library**

Monday – 9:00 AM to 4:00 PM  
Tuesday – 9:00 AM to 4:00 PM  
Wednesday – 9:00 to 4:00 PM  
Thursday – 9:00 AM to 4:00 PM  
Friday – 9:00 AM to 4:00 PM  
Saturday* – 9:00 AM to 2:00 PM  
*Limited Public Service will not be available on Saturday, July 4, due to 4th of July holiday.

**Perryville Branch**

Monday* – 9:00 AM to 4:00 PM  
Tuesday – 9:00 AM to 4:00 PM  
Wednesday – 9:00 to 4:00 PM  
Thursday – 9:00 AM to 4:00 PM  
Friday – 9:00 AM to 4:00 PM  
Saturday – 9:00 AM to 1:00 PM  
*Limited Public Service will not be available on Saturday, July 4, due to 4th of July holiday.

Jackson Main Library and Perryville Branch phones are staffed from 9:00 am – 6:00 pm, Monday through Friday.

**Altenburg Branch**

Tuesday – 1:00 PM to 4:00 PM  
Wednesday – 12:00PM to 4:00 PM  
Thursday – 1:00 PM to 4:00 PM  
Saturday – 8:00 AM to 11:00 PM  
*Limited Public Service will not be available on Saturday, July 4, due to 4th of July holiday.

**Benton Branch**

Monday* – 1:00 PM to 4:00 PM  
Tuesday – 1:00 PM to 4:00 PM  
Wednesday – 9:00 AM to 4:00 PM  
Friday – 1:00 PM to 4:00 PM  
Saturday – 8:00 AM to 11:00 AM  
*Limited Public Service will not be available on Saturday, July 4, due to 4th of July holiday.
Oran Branch

Monday* – 12:00 PM to 6:00 PM
Wednesday – 12:00 to 6:00 PM
Thursday – 12:00 PM to 6:00 PM
Saturday – 10:00 AM to 12:00 PM
*Curbside service will not be available on Saturday, July 4, due to 4th of July holiday.

Scott City Branch

Monday* – 2:00 PM to 6:00 PM
Tuesday – 12:00 PM to 6:00 PM
Wednesday – 12:00 to 6:00 PM
Thursday – 2:00 PM to 6:00 PM
Friday – 2:00 PM to 6:00 PM
Saturday – 9:00 AM to 12:00 PM
*Limited Public Service will not be available on Saturday, July 4, due to 4th of July holiday.

Oran Branch phones are staffed from 9:00 am – 6:00 pm, Monday, Wednesday and Thursday.

All other branch phones will be staffed during limited service hours.

What is limited public services?

LIBRARY OPEN to public with EXTRA PRECAUTIONS and provided adequate public area sanitation supplies available—LIBRARY OPEN to public and all library services for the general public are provided on a limited schedule to allow for enhanced cleaning, social distancing accommodations in place such as moving public seating and computers 6 feet apart, limiting the number of people allowed at one time and limiting computer time or by appointment so that sanitation can take place between users. All returns follow Phase 2 procedures. No in-person programs or toys available for children in the Youth Services department at this time. No community rooms allowed at this time. Metered access to the building by the public to ensure that social distancing is maintained and that no more than the recommended number are gathered within library facilities.

- Begin to allow patrons back in facility
- Limits of patrons allowed in the building at any one time. Library to allow patrons to enter the building based on 3 persons per every 1,000 useable square foot.
- Designate staff member(s) to allow patrons 1 in/1 out after building capacity is reached and to direct patrons returning items to the designated drop box
- Resume some resource sharing (phones, computers, book carts, etc...)
- Provide guidance to patrons regarding social distancing
• Follow strict cleaning/disinfecting guidelines
• Continue to monitor CDC and other entities for updated guidelines
• Continue and increase online/digital collections
• Staff should attempt to assist patrons with any questions. For example, staff will answer questions about meeting room reservations, general reference questions, readers’ advisory, etc.
• Allow for time at the end of the day before closing/in the morning before opening for staff to go around and disinfect all counter tops, surfaces, public computers, light switches and door knobs

**How will we set up for limited public services?**

We are limiting the number of people in the building at any one time, with a 30-minute limit for browsing and 30-minute limit for computer use.

Limits of patrons allowed in the building at any one time (staff at all locations should allow patrons to enter the building based on 3 persons per 1,000 useable square feet):

Jackson Main Library 12,000 useable sq. ft.: 30 people allowed in building at any one time. 
30-30-30 Rule

Perryville Branch 6,000 useable sq. ft.: 18 people allowed in building at any one time. 
18-30-30 Rule

Altenburg Branch 1,400 useable sq. ft.: 3 people allowed in building at any one time. 
3-30-30 Rule

Benton Branch 1,200 useable sq. ft.: 3 people allowed in building at any one time. 
3-30-30 Rule

Oran Branch 500 useable sq. ft.: Continue Curbside delivery service

Scott City 1,200 useable sq. ft.: 3 people allowed in building at any one time. 
3-30-30 Rule

Table will be placed at the entrance of the building with signage indicating limited public service requirement and encouraging the use of face masks and other PPE, hand sanitizer, box of face masks and gloves.

Bottles of hand sanitizer should be placed at public service desks for staff and patron use.

There will be a sign provided to each branch that states patrons should social distance and remain six feet apart. This will be placed near the entrance of the building.
With colored duct tape or floor signs, staff should mark spaced six feet apart indicating where people should stand in line, while remaining six feet apart. This may need to be done every day depending on wear and tear.

Patrons may still email requests to branches. The emails will be sent to the branch email and the requests will be assigned to branch staff, if necessary.

Staff may begin placing holds for patrons on items at other Missouri Evergreen libraries.

Remove all public seating and close/block off all public restrooms.

Rearrange the public computers to allow adequate social distancing either by removing stations or placing stations out of order.

Because most technology help requires patrons and staff to be in close quarters, there will be limits on how help can be provided until social distancing recommendations are lifted.

All staff will wear protective face masks. Staff may voluntarily wear non-latex and latex rubber gloves while working. Protective gear (masks, gloves and hand sanitizer) will be provided by the library.

The staff member should direct each patron to enter one at a time. This will allow the staff member to allow a patron into the building once they are under the assigned limit to that building.

The staff member working the entrance will remain at least six feet from the table at all times.

The staff member working the entrance will direct patrons to place their returns in the drop boxes.

**What do I need to tell patrons about the limited public services?**

The following is some scripted language staff may use when explaining to patrons how the pickup process will work. Staff doesn’t need to use the exact script, but they should provide all the information:

“When you arrive at the library, there will be a limit of how many patrons can be in the building at any one time as well as a time limit a patron can be in the building. There will be no public seating or study areas available for patrons due to social distancing and time limits patrons are allowed in the building.”

Limits of patrons allowed in the building at any one time:
• Jackson Main Library: 30 people allowed in building at any one time. (One member per household) 30-30-30 Rule

• Perryville Branch: 18 people allowed in building at any one time. (One member per household) 18-30-30 Rule

• Altenburg Branch 1,400 useable sq. ft.: 3 people allowed in building at any one time. (One member per household) 3-30-30 Rule

• Benton Branch 1,200 useable sq. ft.: 3 people allowed in building at any one time. (One member per household) 3-30-30 Rule

• Oran Branch 500 useable sq. ft.: Continue Curbside delivery service

• Scott City 1,200 useable sq. ft.: 3 people allowed in building at any one time. (One member per household) 3-30-30 Rule

“If there is a line, we ask that you remain six feet apart from other people in the line. We will only let a person in the building once we are under the assigned limit to that building.

• Public computers use will only be allowed to those needing to complete personal business. For example: Check email, fill out unemployment forms (more time can be given as needed), fill out job applications (more time can be given as needed), government, medical or insurance forms (more time can be given as needed).

“Due to the high risk of the spread of the coronavirus, all public restrooms will be CLOSED.”

“All specialty items will be checked out during phase 2 limited public service, stage 2. All specialty items will be quarantined for 72 hours upon return.

Regular Hours of Operation

Jackson Main Library hours during Phase 2- Stage 2 Limited Service Plan

Hours:
Mon – Fri 9:00 AM – 6:00 PM
Saturday 9:00 AM – 4:00 PM
Closed Sunday

Perryville Branch

Hours:
Mon – Fri 9:00 AM – 6:00 PM
Saturday 9:00 AM – 1:00 PM
Closed Sunday

Altenburg Branch

Hours:
Scott City Branch

Hours:
Monday 1:00 PM – 6:00 PM
Tues and Wed 11:00 AM – 6:00 PM
Thurs and Fri 1:00 PM – 6:00 PM
Saturday 9:00 AM – 1:00 PM
Closed Sunday

Benton Branch

Hours:
Mon and Tues 1:00 PM – 6:00 PM
Wednesday 9:00 AM – 6:00 PM
Friday 1:00 PM – 6:00 PM
Saturday 8:00 AM – 12:00 PM
Closed Sunday

Oran Branch

Hours:
Mon, Wed, Thurs 9 AM – Noon & 1 PM – 6 PM
Saturday 9:00 AM – 12:00 PM
Closed Sunday

Contact Information for Limited Public Services:

Jackson Main Library
Phone: 573-243-8141
Email: jacksonmainlibrary@rrlmo.org

Perryville Branch
Phone: 573-547-6508
Email: perryvillebranch@rrlmo.org

Altenburg Branch
Phone: 573-824-5267
Email: altenburgbranch@rrlmo.org

Benton Branch
Phone: 573-545-3581
Email: bentonbranch@rrlmo.org

Oran Branch
Phone: 573-262-3745
Email: oranbranch@rrlmo.org

Scott City Branch
Phone: 573-264-2413
Email: scottcitybranch@rrlmo.org