Phases of Reopening

**Phase 1**
- All staff work remotely.
- Due dates and holds extended. Fines waived.
- Digital library card launched.
- Resources shift to expand access to eContent (e.g., eBooks, eAudiobooks, movies, online classes).
- HCLS instructors begin teaching virtual classes and activities for children, teens, and adults.
- AskHCLS expanded to provide assistance via phone, chat, and email (5 days/week).
- HCLS branches and offices closed.

**Phase 2**
- Draft and release reopening playbook.
- Procure PPE for staff.
- Conduct site visits to branches to plan social distancing protocols and plan for reopening.

**Phase 3**
- June 18: Some staff return to branches; teleworking continues.
- June 29: Book drops reopen.
- June 29: Contactless pick-up begins Monday through Saturday (10 am - 6 pm) at all six branches.
- Staff follow Centers for Disease Control and industry recommendations to safely receive and quarantine returned materials.

*The health, safety, and well-being of our staff and customers remains top priority. Guidance from health officials and the CDC continues to inform our plans. Programs and services continually evaluated to best meet community needs.*
NEW TO PHASE 4:
Phase progression depends on current health and safety guidelines.

• Library branches re-open to the public with adapted schedules and modifications to physical spaces.
• Physical distancing protocols in place.
• Limited number public computers and printers available.
• Passport services resume at East Columbia and Glenwood Branches.
• Staff refine and implement procedures for lending physical library items.

• No in-person classes or activities.
• No large gatherings or events.
• Volunteers not allowed in library branches and offices.
• Book donations not accepted.

NEW TO PHASE 5:
Phase progression depends on current health and safety guidelines.

• HCLS branches reopen fully.
• Full access to physical materials.
• In-person classes and activities resume in accordance with current health and safety guidance.
• Virtual classes for children, teens, and adults continue.
• Additional staff return to branches on rotating basis. Teleworking continues, where possible.
• Volunteers may return to branches.
• All public computers and printers available.
• Interlibrary loan resumes.
• Satellite collections resume.
• Book donations accepted.
• Meeting rooms reopen to community groups, some restrictions may apply.

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