



*We're all in this together!*

During the COVID-19 pandemic, public libraries across the country and around the world worked rapidly to adapt processes and develop new methods for providing safe, efficient and convenient access to library programs and services.

*The mission of the Bettendorf Public Library is to "provide access to information and ideas for all."*

In fulfillment of this mission, BPL staff worked quickly to identify the most crucial service needs and "pivot" our strategies to continue to provide access to programs and services under rapidly evolving circumstances, and guidelines, recommendations, and requirements of state and public health officials.

Here is a summary of some of the measures BPL has taken to support the community's information needs, while creating a safe environment for library patrons and staff in accordance with guidelines and recommendations set by local and national health agencies, as well as social distancing and group size requirements. Wishing you and your families, good health!

*Susan Sharp - Library Director*

## **A "Phased" Reopening as COVID-19 Guidelines Expand**

On-site public services at the Bettendorf Public Library will resume on a gradual basis, in accordance with recommendations of Iowa Dept. of Public Health, Scott County Dept. of Public Health, Centers for Disease Control & Prevention (CDC), and available local resources. \*Hours of operation may be adjusted, as conditions require. Some services may be reserved for Bettendorf cardholders, based on demand and availability. Social distancing, group meeting sizes, and enhanced cleaning and hygiene requirements will be maintained until conditions return to pre-COVID status.

### **Phase I & II (March 16-June 11)**

**Facility Capacity** - Less than 50% building capacity. (Phase I & II)

**Group Sizes** - Less than 10 patrons per service area. (Phase I). Less than 50 patrons or 50% space capacity per service area (Phase II).

**Library Programs**— Online programs replace all "live", in-person programs and events (Phase I). \*Programs may gradually resume per social distancing/group size requirements and/or meeting spaces are not required to support library operations. (Phase II & after)

**Borrowing Library Materials**— Digital resources are available through the online catalog 24/7; physical materials are available to Bettendorf cardholders by advance reservation through *No-Contact Curbside Pick-up* per social distancing requirements. Limits may apply. (Phase I-III)

**Select Service Hours**— First hour of service is available to vulnerable populations and those age 65 and older. (Phase I & after)

## **Public Access Computers & Wi-Fi**

In accordance with social distancing requirements, public access computers will be available for one 2-hour session per day, spaced 6 ft. apart. Sessions can be reserved one day in advance. Wi-Fi available 24/7, at exterior perimeter of building.

### **Phase III (June 12 -) & IV**

All programs and services will gradually resume in "phases" in accordance with ongoing guidelines for social distancing, group meeting sizes, enhanced safety protocols, and facility capacity limits, per recommendations of Iowa and Scott County Depts. of Public Health, State of Iowa, State Library of Iowa, and availability of local resources.

\* The Library cannot guarantee library materials or facility are virus-free.

### **BPL Enhanced Safety Measures in COVID-19**

- ⇒ Social Distancing encouraged throughout the facility.
- ⇒ Select Service Hours during the first hour of operation for vulnerable populations and those age 65 yrs. and older.
- ⇒ Enhanced Hygiene and cleaning processes using EPA registered disinfectants.
- ⇒ Use of Face-coverings & Plexiglas partitions throughout the facility. Face-coverings available to patrons, upon request. Supplies may be limited.
- ⇒ Isolated Library Materials— Per Iowa Dept. of Public Health and State Library of Iowa, all materials will be quarantined as a preferred sanitizing method upon return for 72. hrs.
- ⇒ *No-contact Curbside Pick-up Service*, by advance appointment.
- ⇒ 24/7 Online Programs, Digital Resources, Reference Service, and Registration Processes.
- ⇒ Cash-free payment processes.