

May 19, 2020

Dear Placentia Library District Patrons,

Thank you for your cards, letters, emails, and phone calls! We very much appreciate your kind words as they renew and refresh our public servant obligations during this challenging time.

I am happy to report last night our Library Board of Trustees adopted the COVID-19 Reopening Plan (CRP) which is available at <https://www.placentialibrary.org/covid-19>. We so appreciate our Board's thoughtful and quick decision to adopt the CRP, thereby enabling us to resume services sooner than we anticipated. Please allow me to share the essential details & dates for each of the phases below.

NOTE: Face masks and 6' social distancing are required for all phases.

Janitorial crew will clean, disinfect, and sanitize all surfaces every evening after the library is closed and staff are out of the building. Staff will wipe and sanitize public equipment and furniture after each use. Sneeze guards will be installed at all public desks.

Pre-Reopening Phase – May 26, 2020

Library staff will report to the Library to prepare for gradual reopening of services. The Library will be closed to the public. Deep cleaning, disinfecting, and sanitizing will be performed by our janitorial crew.

Phase 1 – Curbside & Home Delivery – June 8, 2020

Library Hours: Monday-Saturday, 10am-4pm

Curbside services will be available to all patrons & home delivery services will be available to Placentia residents only. The Library building will still be closed to the public. Passport Services is not available.

Requests can be made online. Please allow for 48 working hours for items to be retrieved. We encourage our patrons to check their library account for the status of their request before coming to the library. Patrons will be contacted by our staff once the item(s) are ready to be picked up. When you arrive at the library, please remain inside your vehicle and call our Curbside Service number, (714) 329-1310 to inform us of your arrival. Please provide us with your library card number, and curbside number. If you do not have a cell phone, please call us with your estimated time of arrival, your name, library card number, vehicle make, model and color and curbside number. A library staff member will bring your item(s) to you. We will place your item(s) in your trunk. There will be 5 designated parking spots for curbside service (next to the drive by bookdrop). Please do not arrive at the library until you have received confirmation that your item(s) are ready for pickup. If a patron shows up without contacting the library first, we cannot guarantee request items will be available. Program kits are available for checkout. LOTs items are not available for checkout.

Home Delivery Service will be available to Placentia residents only. Patrons must request items through our online catalog and complete the delivery request form, available at www.placentialibrary.org, or call us at (714) 528-1906 x210. Items may take up to 48 working hours to retrieve. This service is a no contact service and items will be dropped

off at patron's door. Once delivered, patrons are responsible for the items. If staff are unable to deliver the items due to lack of information, e.g., gate code, we will contact the patron upon returning to the library. Books, audiobooks and DVDs are available for Home Delivery Service. LOTs items, video games and program kits are not available.

Donations will **not** be accepted during Phase 1.

All returned items will be quarantined in a separate designated area for 7 days before they are made available for checkout.

Phase 2 – Building Access & Programming – June 22, 2020

The Library building will be open to the public while limiting number of patron and staff inside the building to 50. Computer access is limited to one hour, patron roaming and reading for 30 minutes, and job seekers for two hours. Virtual programs will be available. All items, with the exception of equipment rentals will be available for checkout. Passport services will be available. Lines to access the building will form outside the library building. Please expect a waiting period as we clean and sanitize surfaces and furniture after each use for the next patron.

All returned items will be quarantined in a separate designated area for 7 days before they are made available for checkout.

Library Hours:	Monday & Wednesday, 9am-11am Monday & Wednesday, 11am-8pm Tuesday & Thursday, 9am-8pm Friday & Saturday, 9am-5pm Sunday, 1pm-5pm	Vulnerable patrons All patrons All patrons All patrons All patrons
Arnold Passport Hours:	Monday – Thursday, 4pm-7pm Friday-Sunday, 1pm-4pm	
Bookstore:	Monday-Thursday, 9am-8pm Friday & Saturday, 9am-5pm Sunday, 1pm-5pm	
Bodhi (pickup only):	Monday-Thursday, 9am-4pm Friday & Saturday, 9am-5pm Sunday, 1pm-5pm	
Hemmerling Group Study Rooms (Reservations are available):	Monday & Wednesday, 9am-11am Monday & Wednesday, 11am-7:30pm Tuesday & Thursday, 9am-7:30pm Friday & Saturday, 9am-4:30pm Sunday, 1pm-4:30pm	Vulnerable patrons Jobseekers Jobseekers Jobseekers Jobseeker
Hangar:	Tuesday, Thursday & Saturday, by appointments only	
Crossroads Corner:	Closed.	
History Room:	Closed.	

Donations will **not** be accepted during Phase 2.

Phase 3 – Full Scale Reopening – To Be Determined

The Library building is open to the public with full level service including in-person programming. Federal, state, and local guidelines that may include continued use of face masks and social distancing will be followed.

Library Hours: Monday – Thursday, 9am-8pm
Friday & Saturday, 9am-5pm
Sunday, 1pm-5pm

Arnold Passport Hours: Monday – Thursday, 9am-7pm
Friday-Sunday, 9am-4pm
Sunday, 1pm-4pm

Bookstore: Monday-Thursday, 9am-8pm
Friday & Saturday, 9am-5pm
Sunday, 1pm-5pm

Bodhi: Monday-Saturday, 9am-4pm
Sunday, 1pm-4pm

Hemmerling Group Study Rooms (Reservations are available):
Monday-Thursday, 9am-7:30pm
Friday & Saturday, 9am-4:30pm
Sunday, 1pm-4:30pm

Hangar: Tuesday & Thursday, 12pm-7:30pm
Saturday, 9am-12:30pm

Crossroads Corner: Monday-Thursday, 9am-8pm
Friday & Saturday, 9am-5pm
Sunday, 1pm-4pm

History Room: Monday-Thursday, 9am-8pm
Friday & Saturday, 9am-5pm
Sunday, 1pm-5pm

Donations will be accepted until further notice. **Magazines including National Geographic will not be accepted at this time.**

Phase 4 – Full Scale Closure – To Be Determined

Library building is completely closed to the public. Virtual programming and services will be available.

Our COVID-19 Reopening Plan also addresses criteria and guidelines for entrance & exit into the building, holds pickup, materials handling (including interlibrary loans), checkouts, programs, outreach visits, internet access, technology help, materials processing, shared materials in the library, volunteer opportunities, and board meetings.

Staff have detailed their roles and responsibilities for each of the different public spaces including the Gordon & Dixie Shaw children's area, teen space, adult area, information desk, Hemmerling group study rooms, history room, meeting room, the Arnold passport offices, the Friends bookstore, and Bodhi.

For your safety and that of our staff, we require face masks be worn and 6' social distancing be respected while receiving library services and during your library visits. If you feel you're unable to adhere to these requirements, we encourage you to stay home and take advantage of our digital services including overdrive, hoopla, freegal, and zipbooks. Rest assured we respect everyone's rights. However, we require these safety measures be adhered to as you patronize our library and receive services.

If you have any questions or require further assistance, please feel free to email me at jcontreras@placentialibrary.org. Thank you for your continued support.

Sincerely,

Jeanette Contreras
Library Director