



# **MEMPHIS PUBLIC LIBRARIES COVID-19 RE-OPENING STRATEGIES**

**Presented By:  
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# AGENDA

- Memphis Public Libraries Overview
- Services During Closure at a Glance
- Digital Resources During Closure
- Preliminary Procedures
- Guidance for Reopening
- Challenges of Re-opening
- Phases to Reopening
- Questions and Answer

**START  
HERE**



**MEMPHIS PUBLIC  
LIBRARIES**



**Benjamin L. Hooks Central Library**

# SERVICES DURING CLOSURE AT A GLANCE

March – April 2020

- Libraries Services
  - Virtual Programming
  - LINC 211
  - E-Book /eAudio collection
  - Online Library Card Registration
- Staff Reassignments
  - Shelby County Health Department
  - MIFA (Metropolitan International Faith Association)
  - Shelby County Schools



**VIRTUAL PROGRAMMING**  
Library branches were closed, but customers were still able to attend exciting programs online!  
**4,000 CUSTOMERS** tuned in to see their favorite librarians on Facebook, where we offered **60 UNIQUE PROGRAMS!**



**LINC/2-1-1** saw a **27%** increase in calls, compared to previous months. In March and April, staff answered **2,760 CALLS** directly related to COVID-19, in addition to many other calls for food assistance.



"I noticed there have been tons of books being added to OverDrive, which my family has been super excited about!"

After the Safer at Home order went into effect, the library increased OverDrive eBook/eAudio collection size by **34%** adding nearly **12,000 NEW TITLES!**



"Thank you for my card! Books are so important these days! 😊"

Online Library Card Registrations, eBook/eAudio/eMagazine checkouts have all seen a **50%** increase compared to our average in previous months.

"I appreciate your work supporting the digital collection, and it is especially helpful in the current crisis...being able to access a steady diet of both information and entertainment is helping to keep me together."



**489%** INCREASED USAGE of Newsbank's Commercial Appeal Archive since temporary expansion of access back to 1894!

Lynda.com had a **350%** INCREASE (with Microsoft Teams being one of the top trainings)



"Thank you for your online offerings. Thoroughly enjoy reading the paper, magazine articles, books... day & night!"

- All comments obtained during virtual reference transactions.



While library buildings were closed, **50 MPL STAFF** served as part of the team doing **CONTACT TRACING** for the Shelby County Health Department, and the Library's TV Station, WYPL, has produced the City of Memphis/Shelby County **Joint Covid Task Force** updates.



Throughout March and April, library staff assisted each week packing and delivering meals for MIFA Meals on Wheels. **56** over **200** MPL staff shifts



The Library partnered with SCS and the YMCA to distribute meals at 5 library locations. Instead of shipping **18,600** library books, Library drivers delivered **1,300** meals a day to the food distribution sites.

**STRATEGIC PLAN**  
2020 - 2025

- ENHANCE EQUITABLE ACCESS
- CHAMPION LITERACY FOR ALL AGES
- PROMOTE WORKFORCE DEVELOPMENT
- ADVANCE ROLE AS COMMUNITY ANCHOR
- INCREASE COMMUNITY AWARENESS OF OFFERINGS
- REACH BEYOND LIBRARY WALLS WITH STRATEGIC OUTREACH AND INNOVATION
- STRENGTHEN THE BACKBONE OF MPL BY SUPPORTING STAFF



# DIGITAL RESOURCES DURING CLOSURE

## (1 OF 2)

Memphis Public Libraries  
Home Page



**CENSUS 2020: DON'T COUNT ME OUT**  
April 1, 2020

- What is the Census?
- What is Memphis doing to prepare for it?

[LEARN MORE](#)

This banner features a red background with a photograph of a young girl and a young boy. The text is white and bold, providing information about the 2020 Census and a link to learn more.

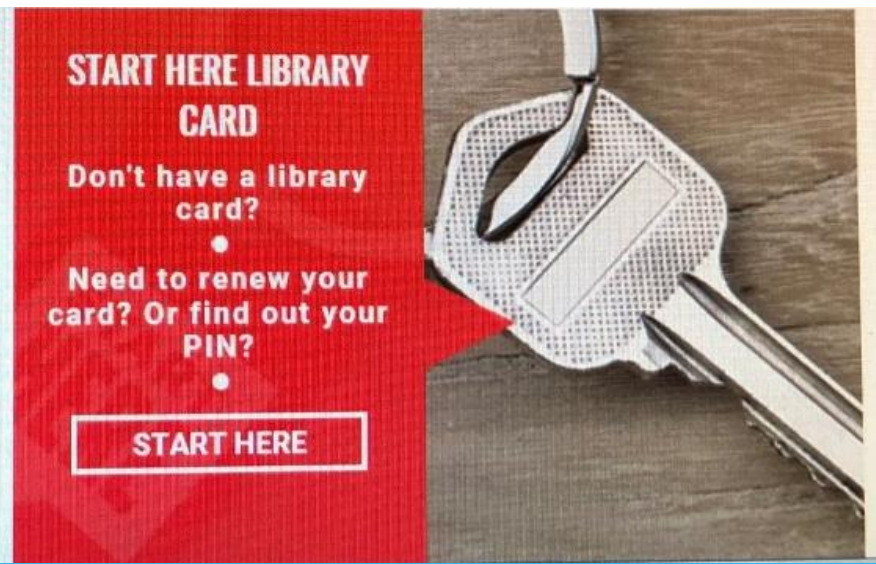


**COVID-19 INFO**

- Public Health
- Business Assistance
- Personal Finance

[LEARN MORE](#)

This banner features a red background with a microscopic image of red and orange virus particles. The text is white and bold, providing information about COVID-19 and a link to learn more.



**START HERE LIBRARY CARD**

- Don't have a library card?
- Need to renew your card? Or find out your PIN?

[START HERE](#)

This banner features a red background with a photograph of a silver key with a white library card attached. The text is white and bold, providing information about library cards and a link to start here.



**VIRTUAL**

- Check
- Program
- co

[LEARN MORE](#)

This banner features a red background with a photograph of a white library card. The text is white and bold, providing information about virtual resources and a link to learn more.



# DIGITAL RESOURCES DURING CLOSURE

## MEMPHIS PUBLIC LIBRARIES' HOMEPAGE

### (2 OF 2)

All locations are closed; however, LINC/2-1-1 is available by phone 9am-5pm M

Have more questions about Library service?

#### CORONAVIRUS COVID-19

##### MAIN PUBLIC HEALTH SITES

These sites provide data on COVID-19, testing sites, suggestions on prevention, and more:

- [Shelby County Health Department Coronavirus 2019](#)
- [Tennessee Department of Health – COVID-19](#)
- [Centers for Disease Control and Prevention \(CDC\) – COVID-19](#)
- [Coronavirus.gov](#)
- [World Health Organization – COVID-19](#)

##### LOCAL GOVERNMENT SITES

These sites provide information on COVID-19 as well as information on any orders that dictate movement

Online Billi... OverDrive Marketplace B&T TS360 - Home Ingr



- [Community Services Agency \(rent/mortgage, utility\)](#)
- [Greater Memphis Financial Empowerment Center \(F\)](#)
- [Federal Trade Commission – Coronavirus Scam Inf](#)
- [IRS – Economic Impact Payments \(stimulus checks](#)
- [Tennessee Dept. of Human Services – Emergency C](#)
- [Tennessee Dept. of Labor and Workforce Developm](#)

- [Mid-South Food Bank – Coronavirus Response](#)
- [Shelby County Schools – Meal Distribution Sites](#)

- [LINC/2-1-1 Community Information Database](#)
  - (Dial 2-1-1 for more information)

- [UT Health Science Center COVID-19 Info](#)

# PRELIMINARY PROCEDURES

## (1 OF 3)

### Leadership Conferences (Daily, Bi-weekly, etc.)

- Collaboration (Library Leadership and City Government)
- Developed written plan for reopening



# PRELIMINARY PROCEDURES (2 OF 3)



**Any additional measures not included here can be listed on separate pages, which the entity should attach to this document for display.**



# COVID-19 Compliant Protocol

## Signage:

- Post a sign at each public entrance to the facility to inform all employees and customers that they should:
  - Avoid entering the facility if they have a cough, fever, or other signs/symptoms of COVID-19.
  - Maintain a minimum six-foot distance between individuals, or entire household units of up to six persons defined as residing at the same address, and other individuals.
  - Sneeze or cough into a cloth or tissue or, if unavailable, into one's arm.
  - Not shake hands or engage in any unnecessary physical contact.
- Post a copy of the COVID-19 Compliant Protocol at each public entrance to the facility.

## Measures to protect employee health (where applicable to the facility):

- Everyone who can carry out their work duties from home, as determined by their employer, has been directed to do so.
- All employees have been told not to come to work if they are sick.
- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
- Employers must establish work arrangements so that employees are separated by at least six feet or an impermeable barrier while at their desks or individual work stations.
- Break rooms, restrooms, other common areas, and high-touch surfaces are being disinfected frequently, on the following schedule (Please specify):
  - Break rooms: \_\_\_\_\_
  - Restrooms: \_\_\_\_\_
  - Other: \_\_\_\_\_
- Disinfectant and related supplies are available to all employees at the following locations (specify): \_\_\_\_\_
- Hand sanitizer effective against COVID-19 is available to all employees at the following locations (specify): \_\_\_\_\_
- Soap and water are available to all employees at the following locations (specify): \_\_\_\_\_
- Facial coverings are available to all employees whose duties and interactions with fellow employees subject them to CDC recommendations requiring them.
- Copies of this Protocol have been distributed to all employees.
- Other measures to protect employees (specify): \_\_\_\_\_

## Measures to protect visitor/customer health

- Disinfecting wipes or comparable disinfectants that are effective against COVID-19 are available near items frequently touched by visitors, such as shopping carts or baskets.
- Employee(s) assigned to regularly disinfect items frequently touched by visitors.
- Hand sanitizer, soap and water, or other disinfectant effective against COVID-19 are available to visitors at or near the entrance of the facility and at transaction points.
- All methods for contactless transactions are implemented. Where this is not feasible, components of transaction points such as portals, pens, and styluses are disinfected after each use.
- All other high-contact surfaces must frequently be disinfected. Other measures to protect visitors/customers (specify): \_\_\_\_\_

## Measures to ensure physical separation

- For entities and indoor locations where staff and/or visitors generally circulate, limit the number of visitors in the facility at any one time to occupancy percentages specified in the framework.
- For entities and indoor locations where staff and/or visitors are generally stationary, people must be kept a minimum of six feet apart as measured in a straight line from one person or member of a household unit to the next closest person, not including an impermeable internal or external wall or divider of at least eight feet high.
- Post an employee at entrance doors to ensure that the maximum number of customers in the facility, as specified above, is not exceeded.
- Place signs outside the facility reminding people to be at least six feet apart when inside the facility, including when in any lines.
- Placing tape or other markings at least six feet apart in customer or employee line areas inside facilities and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- Separate order areas from delivery/fulfillment areas to prevent customers from gathering.
- Instruct employees to maintain at least a six-foot distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- To reduce crowds and lines, place per-person or household unit limits on goods that are selling out quickly (Explain) \_\_\_\_\_
- Other measures to ensure physical separation: (specify): \_\_\_\_\_

## Measures to prevent unnecessary contact

- Prevent visitors from self-serving any food items.
- Provide items such as lids for cups and condiments by staff, not for customers to procure on their own.
- Bulk-item food or supply bins are not available for customer self-service use
- Consider providing specific hours only for specific populations such as seniors and pregnant women.
- Other measures to prevent unnecessary contact (specify): \_\_\_\_\_



# GUIDANCE FOR REOPENING

## Reopening strategy

- Staff and Customer Safety
- Cleaning and Disinfecting (CDC Guidelines)
- Collections Quarantine Guidelines
  - Circulation Guidelines
  - Curbside Services
- Programing
- Reference Services
- Staff Reassignments and Teleworking



# STAFF SAFETY TIPS ABOUT COVID-19

## Novel Coronavirus: Guidance for Employers



### What is novel coronavirus?

Novel coronavirus (2019-nCoV) is a virus strain that has only spread in people since December 2019. Health experts are concerned because little is known about this new virus and it has the potential to cause severe illness and pneumonia in some people.

### How does novel coronavirus spread?

Health experts are still learning the details about how this new coronavirus spreads. Other coronaviruses spread from an infected person to others through:

- the air by coughing and sneezing
- close personal contact, such as touching or shaking hands
- touching an object or surface with the virus on it, then touching your mouth, nose, or eyes
- in rare cases, contact with feces

### How severe is novel coronavirus?

Experts are still learning about the range of illness from novel coronavirus. Reported cases have ranged from mild illness (similar to a common cold) to severe pneumonia that requires hospitalization. So far, deaths have been reported mainly in older adults who had other health conditions.

### What are the symptoms?

People who have been diagnosed with novel coronavirus have reported symptoms that may appear in as few as 2 days or as long as 14 days after exposure to the virus:

Fever



Cough



Difficulty breathing



### Who is at risk for novel coronavirus?

Currently the risk to the general public is low. At this time, there are a small number of individual cases in the U.S. To minimize the risk of spread, health officials are working with healthcare providers to promptly identify and evaluate any suspected cases.

Travelers to and from certain areas of the world may be at increased risk. See [wwwnc.cdc.gov/travel](http://wwwnc.cdc.gov/travel) for the latest travel guidance from the CDC.

### How can I protect my workforce from infection ?

If employees travel overseas (to China, but also to other places) follow the CDC's travel guidance: [wwwnc.cdc.gov/travel](http://wwwnc.cdc.gov/travel). Consider restricting business travel to affected areas for the time being.

Right now, the novel coronavirus has not been spreading widely in the United States, so there are no additional precautions recommended for the general public. Steps you can encourage your employees to take to prevent spread of flu and the common cold will also help prevent coronavirus:

- encourage hand washing often with soap and water. If not available, use hand sanitizer.
- encourage employees to avoid touching eyes, nose, or mouth with unwashed hands
- encourage employees to stay home when sick
- instruct employees to cover mouth/nose with a tissue or sleeve when coughing or sneezing
- surgical masks are not needed at this time, except in health care settings



Currently, there are no vaccines available to prevent coronavirus infections.

### How is novel coronavirus treated?

There are no medications specifically approved for coronavirus. Most people with mild coronavirus illness will recover on their own by drinking plenty of fluids, resting, and taking pain and fever medications. However, some cases develop pneumonia and require medical care or hospitalization.

For more information, go to: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Updated 2/10/2020



City of  
**MEMPHIS**



# CHALLENGES OF REOPENING

## 1. Staff Safety

- Physical
  - Age
  - Underlying physical conditions
  - Risk of home exposure
- Emotional
  - EPA and Concern (Professional Counseling)
    - Coping issues
    - Library safety
    - Financial impact

## 2. Customer Safety



# PHASE ONE, PART 1 RE-OPENING

## (1 OF 3)

Re-opened May 2, 2020

- 25 % Capacity
  - 100 Customers Benjamin L. Hooks Central Library
  - 20 Customers Large Branch Libraries
  - 10 Customers Small branch Libraries
- Social Distancing
- Limited Staff
- Quarantined Materials



# PHASE ONE, PART 1 RE-OPENING

## SOCIAL DISTANCING PRECAUTIONS (2 OF 3)

Only 2 Individuals on the  
Elevator at a Time.

Thank You for Your  
Cooperation.





# PHASE ONE, PART 1 RE-OPENING

## SOCIAL DISTANCING PRECAUTIONS (3 OF 3)



# PHASE ONE (PART 2) RE-OPENING (1 OF 3)

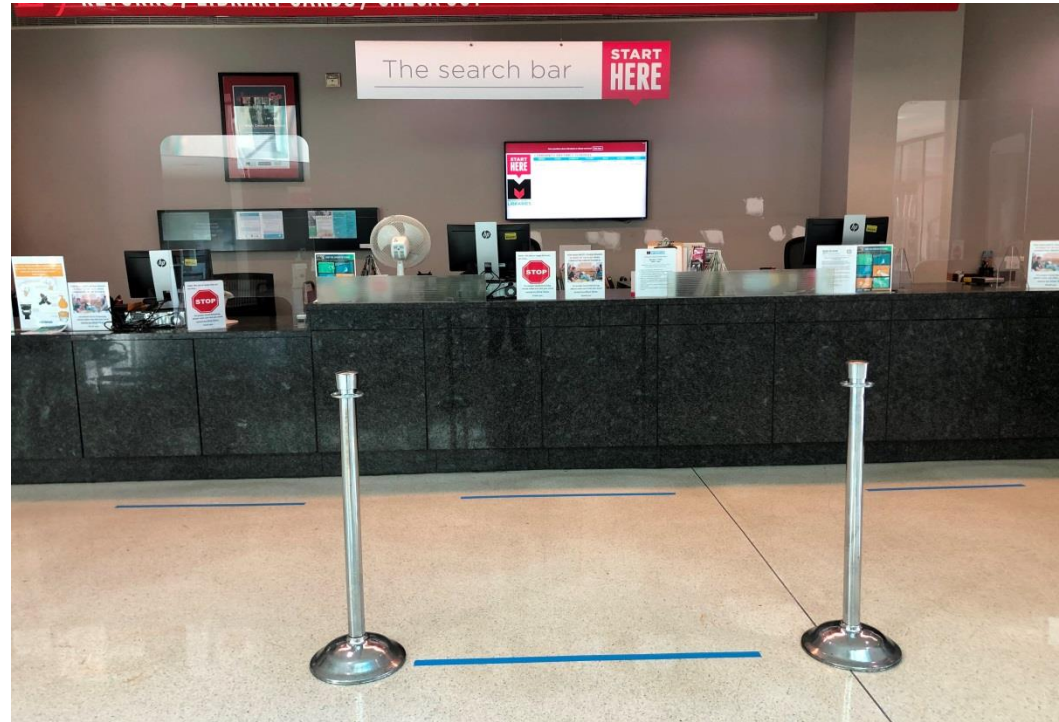
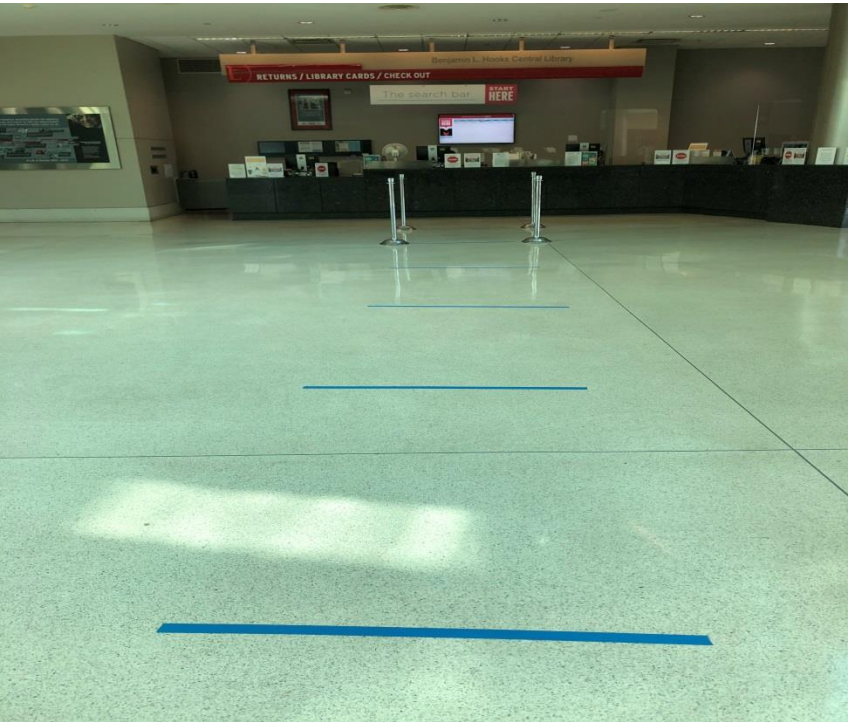
## Monday, May 11<sup>th</sup> Second Part of Phase One

- Allowed patrons to check out materials.
- One person per service desk behind the plexiglass shields.
- Re-opened the holds system.
- Continued to quarantine returned materials.
- Continued to maintain social distancing.



# PHASE ONE, PART 2 REOPENING

## SOCIAL DISTANCING PRECAUTIONS (2 OF 3)





# PHASE ONE , PART 2 REOPENING

## SOCIAL DISTANCING PRECAUTIONS (3 OF 3)



# PHASE TWO REOPENING

## (1 OF 5)

### 1. Phase 2 reopening began May 18, 2020

- 50 % Capacity
  - 200 Customers Benjamin L. Hooks Central Library
  - 40 Customers Large Branch Libraries
  - 20 Customers Small branch Libraries
- Sneeze Guard in place
- Staffing (remained the same)

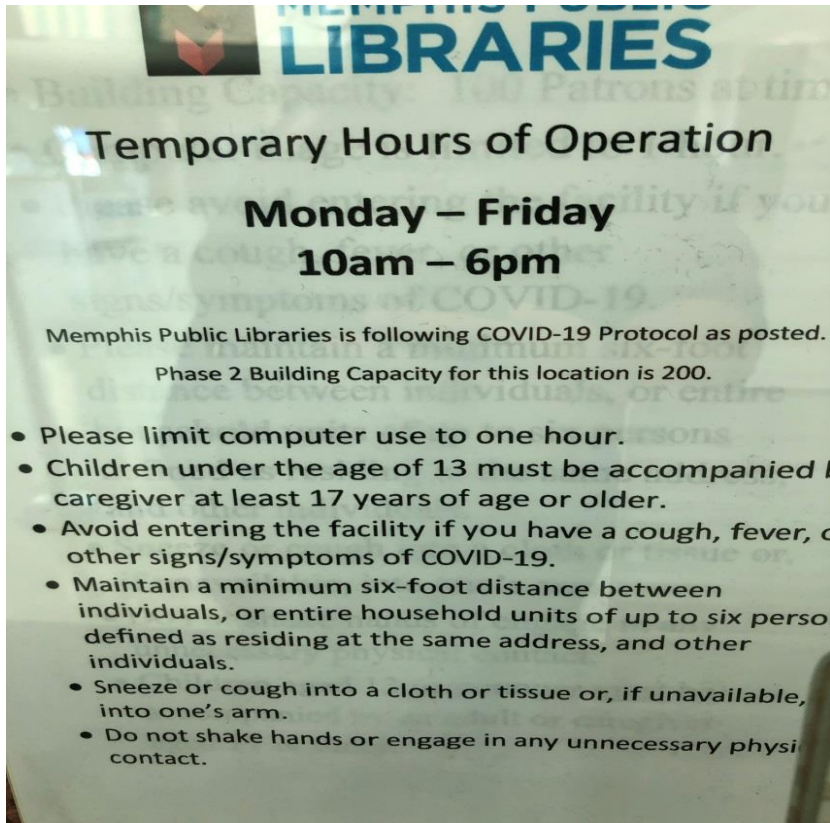
### 2. June 4, 2020, Temperature Check Began.

### 3. June 15, 2020 Curbside Service Pickup



# PHASE TWO REOPENING

## SOCIAL DISTANCING PRECAUTIONS (2 OF 5)



**MEMPHIS PUBLIC LIBRARIES**

**Temporary Hours of Operation**

**Monday – Friday**  
**10am – 6pm**

Memphis Public Libraries is following COVID-19 Protocol as posted.  
Phase 2 Building Capacity for this location is 200.

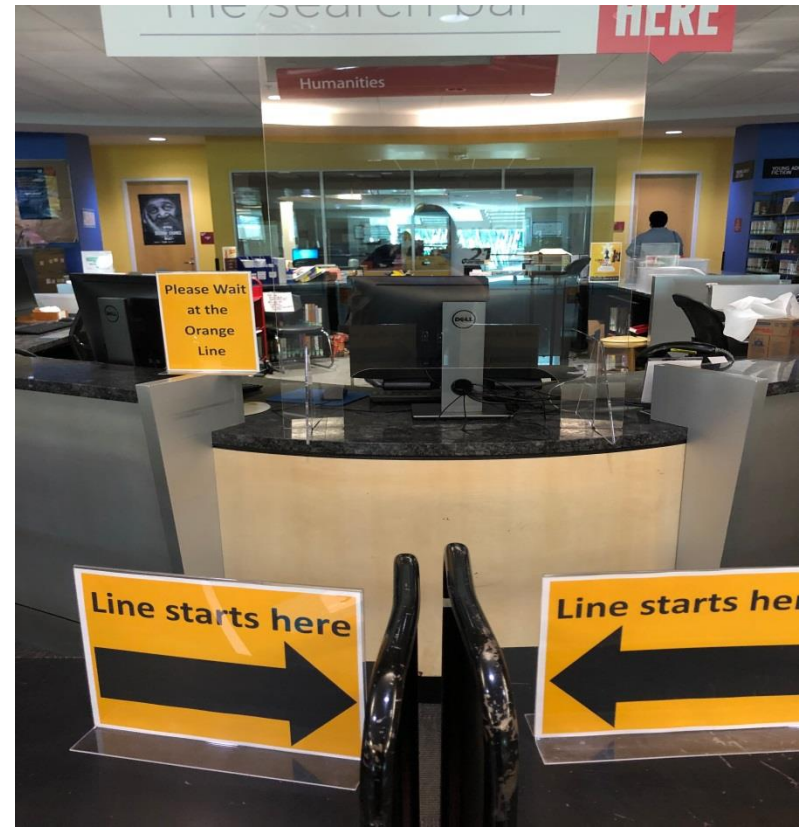
- Please limit computer use to one hour.
- Children under the age of 13 must be accompanied by a caregiver at least 17 years of age or older.
- Avoid entering the facility if you have a cough, fever, or other signs/symptoms of COVID-19.
- Maintain a minimum six-foot distance between individuals, or entire household units of up to six persons defined as residing at the same address, and other individuals.
- Sneeze or cough into a cloth or tissue or, if unavailable, into one's arm.
- Do not shake hands or engage in any unnecessary physical contact.





# PHASE TWO REOPENING

## SOCIAL DISTANCING PRECAUTIONS (3 OF 5)



# PHASE TWO REOPENING

## SOCIAL DISTANCING PRECAUTIONS (4 OF 5)





## Temporary Hours of Operation

Monday – Friday

10am – 6pm

**Memphis Public Libraries is following COVID-19 Protocol as posted.  
Phase 2 Building Capacity for this location is 40.**

- Please limit computer use to one hour.
- Children under the age of 13 must be accompanied by a caregiver at least 17 years of age or older.
- Avoid entering the facility if you have a cough, fever, or other signs/symptoms of COVID-19.
- Maintain a minimum six-foot distance between individuals, or entire household units of up to six persons defined as residing at the same address, and other individuals.
- Sneeze or cough into a cloth or tissue or, if unavailable, into one's arm.
- Do not shake hands or engage in any unnecessary physical contact.



## JUNETEENTH AT THE LIBRARY

Juneteenth is a time of celebration and a time of education. At the heart, Juneteenth celebrates the end of slavery, but it also celebrates hope and the enduring spirit of freedom. In honor of the 155th anniversary of Juneteenth we have pulled together this list of virtual events and resources so the entire family can still celebrate Juneteenth together.

### Virtual Juneteenth Celebration @ the Library

We have several Zoom events happening on Friday June 19th. Join us for stories, songs, and more:

10:30 AM – Join Morgan on Zoom for a special Juneteenth Story Time for children. Details [HERE](#).

12:00 Noon – Juneteenth Celebration featuring Saylor Lynn. *This event was recorded for future viewing.* View [Zoom Recording HERE](#). Password = 8p+2M4%\$

2:30 PM – Juneteenth Celebration with songs, stories, and instruments. Guest speaker is Mr. Norman Redwing, Founder of Afrikan Heritage and Culture of Memphis. Details [HERE](#).

4:00 PM – Democracy Cafe Zoom exploring the question, “How do we achieve absolute equality of rights today?” Cossitt Library manager, Shamichael Hallman, joins the discussion. More details [HERE](#).



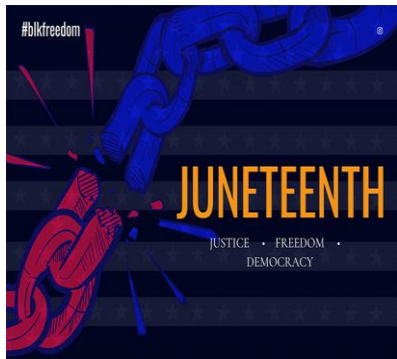


### Juneteenth Urban Music Festival – Virtual

Locally, Juneteenth has been celebrated consistently since 1991. The Juneteenth Urban Music Festival is offering a virtual event this year instead of their usual festivities. The event will be held on their Facebook page, found [HERE](#). For more information on the festival as well as a local history of the festival, visit their website [HERE](#).

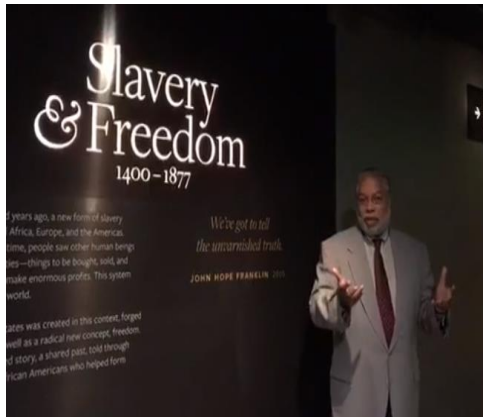
Shamichael Hallman, Senior Manager of the Cossitt Library, interviews Telisa Franklin of the Juneteenth Urban Music Festival. Listen now! Ms. Franklin has provided some accompanying documents below.

- [Juneteenth Urban Music Festival Brochure](#)
- [A Brief History of Slavery – Pictures](#)
- [Douglass Neighborhood History](#)
- [A Brief History of Slavery](#)



## #blkfreesom

Six museums across America including the National Civil Rights Museum are celebrating the 155th anniversary of Juneteenth by launching a website and a video commemorating the end of slavery. Register [HERE](#).



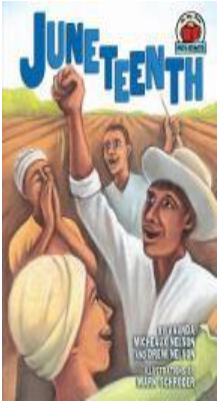
## Interactive Tour: Smithsonian National Museum of African American History & Culture

In celebration of Juneteenth, Lonnie Bunch III, the museum's founding Director, leads a [virtual tour](#) through their Slavery and Freedom exhibit, highlighting several of their most popular pieces. This museum also has this [blog post](#), "[The Historical Legacy of Juneteenth](#)", explaining the history of Juneteenth.

## The Charles H. Wright Museum of African American History Juneteenth Virtual Celebration

This museum is holding a [virtual event](#) including Sounds of Freedom: The Art & Music of Charlie Parker along with an invitation for children everywhere to submit a video answering the question, "What does freedom mean to you?"

THE CHARLES H. WRIGHT  
MUSEUM OF AFRICAN  
AMERICAN HISTORY



## Books for Checkout

We have several books on the Juneteenth celebration for Children and Adults.

In addition to these titles, we have a special OverDrive/Libby collection on Social Justice, Activism, and Anti-Racism.

The Anisfield-Wolf Book Awards recognize books that have made important contributions to our understanding of racism and human diversity.

The Black Caucus of the American Library Association

Awards acknowledge outstanding achievement in the presentation of the cultural, historical and sociopolitical aspects of the Black Diaspora.

The Coretta Scott King Book Awards are given annually to outstanding African American authors and illustrators of books for children and young adults that demonstrate an appreciation of African American culture and universal human values.



## Digital Public Library of America – Juneteenth

The Digital Public Library of America is a one-stop search for many digital archives across the nation. They include over 6,000 items, including items from our own Dig Memphis, related to Juneteenth.



**Houston Public Library**

Linking YOU to The World

## Houston Public Library Digital Archives

The Houston Public Library houses the African American Library at the Gregory School which aims to preserve, promote, and celebrate the rich history and culture of African Americans in Houston, the surrounding region, and Texas. With Juneteenth originating in nearby Galveston, Texas, they have an extensive digital collection of early Juneteenth celebrations, found [HERE](#).



**Congressional  
Research Service**

Informing the legislative debate since 1914

## Congressional Research Service Juneteenth Fact Sheet

This [document](#) by the Congressional Research Service provides a brief overview of Juneteenth for members of Congress.

## Taste of Freedom Cookbook

From the first Juneteenth celebrations in the 1860s to today, delicious food has always been a part of the festivities. Staff of the Prairie View A&M University and John B. Coleman Library put together this [historical cookbook](#) of recipes and archival images of early Juneteenth celebrations in Texas.



**Taste of Freedom**



**Juneteenth Celebration Cookbook**

Recipes from the  
Prairie View A&M University  
John B. Coleman Library



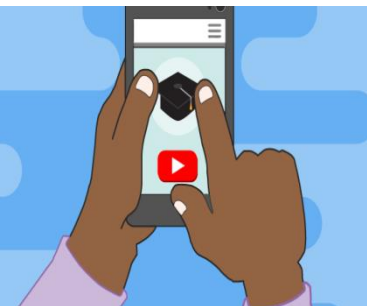




## Meet the Candidates – August 6 Election

Juneteenth celebrations historically bring out the candidates and voter registration drives. You can virtually meet the candidates for the upcoming August 6th elections on our [Meet the Candidates page](#). This page includes links on voter registration, too.

For more on the Library's role in Democracy, Diversity, and Discourse, visit [HERE](#).



## VIRTUAL HBCU CAMPUS TOURS

The Memphis Public Libraries wants to ensure that our local high school seniors and juniors have an outlet to view college campuses online. We have compiled a selection of [Historically Black College and University \(HBCU\) campuses](#) from around the nation for you explore. We hope this helps to keep the conversation and interest going for the upcoming fall semester as teens discover new ways to explore colleges that interest them.



<http://www.memphislibrary.org/juneteenth/>

# PHASE 3 AND BEYOND

## Contingent Upon City of Memphis Protocol

- Currently Delayed
- Projected Activity at Implementation
  - Phase 3 projection (75 % Capacity)
    - Central Library (300 Customers)
    - Large Branches (60 customers)
    - Other branches (40 customers)
    - Other Services, Primarily the Same
  - Beyond (100%)
    - Continuing the new normal
      - Mask
      - Social Distancing
- Budget
- Take Aways



# SOURCES

<https://www.njstatelib.org/covid-19-pandemic-resources-and-plans-for-library-reopening/>

<https://www.osha.gov/Publications/OSHA3990.pdf>

[https://www.google.com/search?rlz=1C1KMZB\\_enUS901US901&sxsrf=ALeKk02\\_WksW0yKdHuGllt5vL9AXJfdn-A:1593208230224&source=univ&tbm=isch&q=coronavirus+disease+images&a=X&ved=2ahUKEwiOgvaUu6DqAhUXVs0KHVNHA6EQ7AI6BAgFEBs&biw=1209&bih=539](https://www.google.com/search?rlz=1C1KMZB_enUS901US901&sxsrf=ALeKk02_WksW0yKdHuGllt5vL9AXJfdn-A:1593208230224&source=univ&tbm=isch&q=coronavirus+disease+images&a=X&ved=2ahUKEwiOgvaUu6DqAhUXVs0KHVNHA6EQ7AI6BAgFEBs&biw=1209&bih=539)

<http://www.memphislibrary.org/>

<https://memphistn.gov/>

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