



Durham Public Library

05/04/2020

Dear Friends,

I hope this update finds you and your family doing well. Since closing to the public on March 16th to honor the Stay-at-Home order, our staff has done an amazing job quickly shifting to offering resources and content digitally through our website and social media platforms. Website traffic has skyrocketed, and we have seen a 47% increase in the use of Overdrive and Libby to access eBooks and audiobooks. It has been quite astonishing! This coupled with other data tells us that the services that we are offering are hitting the mark! We are both encouraged and inspired by patron engagement.

On Friday, May 1st, Governor Sununu extended the Stay-at-Home Order, now dubbed Stay-at-Home 2.0, until May 31st. The new order offers some flexibility to certain businesses, and while it is still largely unclear how the modification of the order applies to libraries, it would seem that there is reason to believe that we can begin to start planning for the reopening of the Library in the near future. To ensure patron and staff safety, we will execute a cautious and methodic reopening in phases. The basic framework appears below:

1. Phase I – Limited staff return to the building to prepare the building and materials to support contactless holds pickup service. Contactless service will allow patrons to place holds on library materials and pick them up in the lobby area of the Library.
2. Phase II – When it is deemed safe to re-open the building, a full staff will return to work to support limited services to patrons. New short-term policies and practices will be employed to limit capacity in the building and establish spacing requirements which will support social-distancing guidelines as recommended by the CDC.
3. Phase III – Library services are fully restored.

There is yet no specific date or timeline for executing the phases above, but we can see the glimmer of light at the end of the tunnel as we continue to push forward to restoring on-site services. This plan will evolve as new information and data become available. The steps along the way may cause some inconvenience as we try to maintain a safe environment for both staff and patrons. We thank you in advance for your patience and support as we traverse these challenging times and situations. We are all in this together.

We look forward to seeing you in person, and please remember that even though we are unable to provide physical materials from the collection currently, we are answering your questions via phone calls and emails Monday–Friday from 9:30 to 5:00PM; providing access to digital books and resources; and placing reservations for books that patrons can pick up when it is safe to do so. We are also renewing library cards, issuing temporary library cards, and offering device help for people attempting to access our digital resources.

We are here for you! Please check our website durhampubliclibrary.org for updates and more information

Respectfully,

Sheryl Bass
Library Director
Durham Public Library

*Visit our **COVID-19** resources and services page on our website listed under [Library Resources & Services](#).*