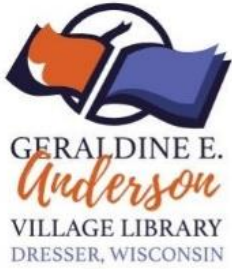


# COVID-19 Service Level Framework

Approved: March 8, 2021



The Geraldine E. Anderson Village Library (GEAVL) intends this service framework to be a flexible guide to providing library services during the pandemic. As information changes, this guide may be adapted. The GEAVL uses the Polk County COVID-19 dashboard\* (updated weekly on Wednesday at 2:00 pm) to determine the virus activity level. The library director also consults the following expert resources when planning how to provide library services: WI Department of Public Instruction, our library system (IFLS), WI Department of Public Health, Governor's Office, American Library Association, and other local library directors with the guidance and approval from the local library board of trustees.

**\* Make an appointment \* Wear a mask covering your nose and mouth \* Sanitize your hands \* Follow time limits \***  
**\*Without an appointment, there may not be space when you arrive\***

Polk County COVID-19 Activity Level	Hours of Service <sup>1</sup>	Access to Library Collections & Services	Access to Internet & Computers	Youth & Adult Programming	Meeting Room
Critically High Staff only	M, W, Th. 10-7 T, F. 10-5 Sat. 10-1	Lobby/Window Take-out only 1 staff Ref. questions phone Doorstep delivery	Outdoor Wi-Fi 24/7 Email printing to library	Online Only	Closed
Very High Staff only	M, W, Th. 10-7 T, F. 10-5 Sat. 10-1	Same as above plus 1 or 2 staff	Same as above	Online Only	Closed
High 10% Occupancy <sup>3</sup>	M, W, Th. 10-7 T, F. 10-5 Sat. 10-1	Same as above plus <b>1 person/family for browsing for 15 min.</b>	Same as above plus <b>Indoor Computers<sup>2</sup> Limit 1 for 30 min. Priority: Job seekers, Unemployment app., Tax prep., Students</b>	Online Only	Closed
Medium 10% Occupancy <sup>3</sup>	M, W, Th. 10-7 T, F. 10-5 Sat. 10-1	Same as above	Same as above	Online plus <b>Outdoor weather permitting</b>	Closed
Low 25% Occupancy <sup>3</sup>	M, W, Th. 10-7 T, F. 10-5 Sat. 10-1	Same as above plus <b>4 persons or 1 larger family for browsing for 30 min.</b>	Same as above plus <b>Limit 2 for 1 hr. max</b>	Same as above	Closed

<sup>1</sup>The library will close until further notice if any staff member tests positive for COVID-19 and has been in close proximity to other library staff. This allows for staff testing and quarantine as required per CDC guidelines.

<sup>2</sup>Limited computers available during COVID-19 pandemic due to physical distancing requirements.

<sup>3</sup>Occupancy Limits: For GEAVL 25% = 4 persons, 10% = 1 person plus 1 or 2 staff

The number of guests allowed is based on the square footage available for public use, 6' physical distance requirements allowing for 1 or 2 staff. Guidelines and calculation tools provided by the WI Department of Public Instruction. GEAVL plans to resume normal, operations when Polk County no longer publishes COVID-19 levels. Until then, COVID-19 policies & service levels apply.