

Dear Patrons,

The Kaukauna Public Library will be moving into the next phase of pandemic service, a partial reopening of the facility. Beginning May 27th, the library will be open by appointment only during normal business hours. We will allow ten individuals in the building at a time. By entering the library during this phase, individuals agree to follow and understand our pandemic guidelines and statements:

- Visit is limited to appointment length
- Staff assistance is limited for safety
- Do not enter if you are sick
- Wear a mask if you have a cough; CDC recommends wearing one in public places
- Mask must be worn for our one-on-one job help sessions
- Physical distancing of 6 feet
- Set things on desk, do not hand to staff
- Place anything you touch in marked bins
- Hand sanitize before and after equipment use
- Keep children at home when possible
- We can't guarantee clean materials or equipment
- Library use is at your own risk
- Not following guidelines may result in you being asked to leave the building

Services for People Who Need Extra Protection

We have reserved one hour each morning for at risk populations to use the library before others come in. Who might need extra protection? According to the CDC at-risk populations include those at higher risk for: severe illness, people who are immunocompromised, older adults, people with asthma, people with HIV, and people with liver disease. We will be continuing curbside materials pick up service daily from 9a-11a and again from 6-8p and will continue to have a hotspot for Wi-Fi access in the parking lot. Job seekers and those needing extra help with filing for unemployment online may also register for the first one-on-one tech help session each morning. Please be respectful of our need to offer the extra protection of a freshly cleaned facility to patrons that need those extra precautions.

Registering for an Appointment to Browse for Materials or Use Computers

You can register to use the library by calling 766-6340 ext. 2 or by visiting our website. From the website: www.kaukaunlibrary.org, click on our Calendar tab or use this link: <http://kaukaunlibrary.evanced.info/signup>. Select the service you are looking for and the date and time in which you would like to visit by clicking on it. Then click "View More" to fill out the registration form. Appointments are for two hours. You may leave before the two hours is up, but you may not stay longer unless there is an empty appointment slot the following session. We recommend that only one member of a household visits the library at a time. If you must visit with another person, each person needs to be signed up for an appointment slot. We will hold your appointment spot for 20 minutes past the hour. If you do not show up or call and let us know that you will be late, we will open up your appointment to walk in visitors.

Registering for an Appointment for One-On-One Computer Assistance

Library staff understand that the need for assistance with job seeking and unemployment filing is at a high. However, service desk staff can only help minimally and must follow the CDC recommendation of physical distancing. As you can imagine, it is pretty hard to see the computer screen from six feet away to help you. We will do our best to talk you through minor computer problems, but if you will need advanced help we highly recommend you schedule a one-on-one session for yourself.

To meet with a library staff member to receive one-on-one help related to housing, assistance, job searching or filing for unemployment, you can call or follow the steps above and select that option. Please be aware that we take staff safety very seriously. If you schedule a one-on-one with library staff for this service it is mandatory that you wear a mask. Service will be refused if you do not wear a mask. Sessions are 1.5 hours and staff must end the session on time. This service is only available for individuals needing computer help that directly pertains to the pandemic.

Can I just walk up?

You can try your luck at a walk up appointment. However, the library will limit capacity to ten patrons at a time during this phase. If there is room, you will be admitted. If not, you may have to wait in the lobby until someone exits or come back at a later scheduled time. We can also take your name and number and you can wait in your car for us to call you when someone leaves and you can be admitted.

Is it safe to enter public facilities at this time?

The risk of entering a public facility is your own. The library cannot guarantee the cleanliness of materials or equipment as public libraries are high touch facilities. While we are asking patrons to put anything they touch in bins for quarantine and ask that hand sanitizer be used before and after equipment use, the library does not have enough staff to follow individuals around to ensure this is happening. The library will clean high touch surfaces every two hours as recommended by the CDC, however the library is also running very low on cleaning supplies like disinfectant wipes, which are currently backordered.

What services are limited right now?

Staff assistance will be very limited during this phase as our staff will follow CDC recommendations to physically distance for their safety and yours. During this time, we will not be hosting in person programs, please continue to tune in for our fun virtual offerings. We will not be booking groups to use our meeting rooms in this phase either. Our conference room is currently set up as a quarantine zone and curbside pickup staging area so that the staff workroom has more space for staff to physically distance. Study rooms and the local history room will be closed. Local history inquiries or requests can be submitted here: <https://www.kaukaunlibrary.org/local-history/request> and our local historian will reach out to you by phone or email.

Magazines and newspapers will be single use for the day; after first use of the day they will be placed in quarantine for 24 hours and put back out on the floor the following day. The preschool play area is closed and all toys and manipulatives have been removed from the floor. Restrooms will be available, but water fountains will not be. The David and Rita Nelson Family Interactive Learning Garden will also be closed during this phase. We plan to reopen the garden during the next phase when we can accommodate a higher capacity. At this time, the library does not have enough staff to watch garden capacity.

What if someone that tests positive was in the library?

We want you to feel safe and confident using our facility. As an added protection, you can consent to contact tracing when you come in. A form will be available, which allows us to save your visit information in the event that a staff member tests positive or a public health official informs the library that during a trace interview they conducted the positive case reported being at the library on a certain day or time. This would allow the library to release your information to public health officials so that you could be contacted as a precaution. You DO NOT have to agree to this or fill out the form to enter the library. This is simply a precautionary option as an added health security. We will continue to honor your confidentiality rights as stated in Wisconsin State Statute. §43.30. If you allow a school age child, ten or older, to visit the library as a walk in alone during this phase, please be aware that we cannot offer this to them.

What about Summer Learning Program?

This will be a challenging year for us, but the show will still go on, just very differently! This year we will have both paper and electronic options to participate for all ages. Very soon we will be coming out with information on our new online platform, Beanstack. We are encouraging families to keep their children out of the library during this phase. While we cannot stop you from registering them to visit the library for an appointment, children are at higher risk of touching their faces than adults and younger children may not understand physical distancing. The Beanstack online platform offers the same activities and prizes as the paper option.

You can pick up prizes on your visit or you can request their prizes through curbside service. We will not be allowing children to pick prizes out of bins this year either. If they do come in the library, there will be one prize associated with each week that staff will hand out. Free books this year will be wrapped by age group and will be surprises! For more information please visit our Summer Learning webpage: <https://www.kaukaunlibrary.org/summer-learning-program>

Can I return materials?

Our book drop is still open! We are quarantining items for 72 hours before checking them in, so please be aware that when you return them, they will not come off of your account right away. This is for our safety and yours. We are a fine free facility, so nothing checked out at our library will have fines.

Can I get holds from other libraries?

No. At this time transit is still not running between libraries for holds. The “request” button will also remain disabled on InfoSoup.org. Library staff can manually place requests for you if you call, however it may be some time before you will get those holds. The cart feature in the InfoSoup catalog is only for your reading lists; we can’t see them and they don’t communicate with our software for hold trapping. The Outagamie Waupaca Library System is currently working on gating criteria to resume holds. We will update this information as we have it.

What happens next for the library?

We have developed phases of service as outlined by the Department of Public Instruction. These phases will allow us to incrementally increase or decrease service as necessary based on gating criteria and pandemic trends. We will continue to follow CDC recommendations as well as state and county orders. Phase I is complete closure, Phase II is curbside pick-up only, Phase III partially reopen by appointment only, Phase IV is a controlled higher capacity, and Phase V is reopen following best practices. We are currently in Phase III.