

# Oregon Public Library Statistical Report (July 1, 2019 – June 30, 2020)

## Appendix 1: COVID-19 Response Narratives

Responses about Oregon public library services during COVID-19 pandemic

Libraries self-reported during August – November 2020. Optional free-text question, “Other information about COVID-19 pandemic?”

OR0013	Arlington Public Library	Considering there is only 2 staff members in our small rural library, library staff continued to work in the building and at home during the pandemic. The building was closed to the public except for curbside deliveries and Interlibrary Loan Couriers. Limited Public Access did not begin until the middle of June 2020.
OR0023	Astoria Public Library	The library was closed to the public effective March 16, 2020. We furloughed 6 staff members on April 1, 2020. The library offered online programming and story time via Facebook and Zoom until June 3, 2020. We re-opened to the public on June 3, 2020 for pick-up of holds only. We transitioned to allow browsing on July 1, 2020. We have two public computers in use for 30-minute sessions only. Occupancy was reduced to 24 to ensure proper social distancing. Research appointments were implemented on July 8, 2020. We have no expectation of return of furloughed staff members until assessment of property tax revenue late Fall 2020 early January 2021. We will also not remain open for occupying the library until the State reaches Phase 3 with an effective treatment of vaccine.

OR0046	Baker County Library District	<p>As a special district, BCLD has been able to respond early and aggressively to the COVID-19 pandemic. On March 2 2020, administrative staff began purchasing resources such as staff PPE and disinfectant supplies. As it became immediately apparent that disinfectants were in short supply, BCLD also purchased ultraviolet light (UVC) equipment for use in sanitizing both materials and surfaces. On March 16, library programs and meeting room reservations were cancelled. On March 18, a sanitization protocol of UVC treatment and 7-day quarantine period was established for all incoming items. On March 19 BCLD closed all branch locations to public entry but continued service through the drive-up window at the main library. On March 28, drive-up service was suspended also and most all staff were directed to work from home or placed on paid administrative leave. Youth Services staff began providing programs online. Little Free Libraries in the community were mapped and stocked weekly with free books. Board meetings continued as scheduled but were held online. Virtual staff meetings were conducted weekly to keep employees informed of developments. Employees returned to work on May 4 in alternating A-B group shifts. Cloth masks were issued to all staff and on May 11, the district began requiring staff to wear them while on duty. A set of face shields was also ordered. Collection Development staff directed acquisitions resources to digital content and services. Drive-up service resumed on May 18. The main library reopened for limited appointment-only service on June 1 but closed again on June 17 due to an explosion of cases in neighboring Union County. On July 20, all branches re-opened for limited capacity with visitation time, occupancy caps, restricted seating, and no public restrooms. In August, staff developed a comprehensive Continuation of Service Plan and it was approved the Library Board on September 14. The CSP establishes metrics benchmarks for service relaxations and restrictions, service models in parallel with the state's Phases, safety protocols, and other guidance. On October 14, the quarantine period for incoming items was adjusted to 3-days in response to new guidance from the State Library of Oregon. The district continues to operate under the CSP as of this report. It is reviewed and revised by the Library Board monthly. Indoor air quality and ventilation improvement projects are currently a priority for all district branches.</p>
OR0058	Bandon Public Library	<p>The Bandon Library responded to the pandemic by closing our building to the public in March. We were completely closed and offering only virtual or telephone assistance until mid April when we began mailing library books to our patrons. We did that until May when we started offering curbside service as well, which we did through the end of the fiscal year.</p>

OR0138	Banks Public Library	<p>The most difficult aspect of navigating the pandemic has been the ever-shifting understanding of how the virus was spread, how long it lived on physical materials, and the lack of consistent guidelines for opening/closing of facilities open to the public. Early in the closure period, the cooperative (central management and staff of member libraries) worked together to devise a service levels document. This assisted member libraries to delineate and communicate the level of service they were providing, since not all libraries were provide the same service or have the same staffing levels working in their buildings. Kudos to WCCLS management and member libraries for this effort.</p> <p>Before our library closed to the public at days' end on March 17, we were able to contact most of our patrons to give them the opportunity to pick up holds that were already in the building, and to provide materials assembled from our local collection to 'tide them over'. While many patrons were disappointed that they could not access the library, most were very understanding. When we were able to begin curbside services in June, patrons were very appreciative.</p> <p>We have a great staff and they have been so resilient and upbeat despite the roller-coaster ride that the pandemic has been and still is.</p>
OR0128	Cedar Mill Community Library	<p>We had to lay off 33 staff who provided in-library public service since there was no in-library service. Remaining staff did an amazing job setting up contactless borrowing, returning and holds pickup. By the end of May we were accepting returns and lending materials by appointment. Use steadily increased and by August 2020 we were lending more than 1,500 items per day or about half of pre-Covid lending. Librarians developed many virtual programs for all ages. Many were live, but some were recorded.</p> <p>The parking lot at our main library was rebuilt and expanded in the 2.5 months that we were initially closed. All of our services were provided in the parking lot.</p> <p>We plan to bring holds pickup into the library in November but will delay opening for other services until case numbers decline.</p>
OR0112	Clatskanie Library District	<p>The building was physically closed to the public on 3/16/2020. Two staff remained onsite to answer phones, complete administrative tasks, issue library cards and assist with electronic checkouts. Two part time clerks were placed on paid leave. Free WiFi was accessible outside the building 24 hrs/day and Story Time was offered virtually.</p> <p>All staff returned to work on modified schedules beginning 05/18/2020. The ability to place online holds for contactless curbside pickup was added 06/01/2020, as were while-you-wait outside fax/copy service and remote printing. 30-minute public computer appointments were offered by appointment in the enclosed foyer of the library. Printing from outside the building became available.</p> <p>No fees were charged for print/copy services and all fines were waived upon check-in of materials beginning to minimize cash handling. Materials are sanitized with disinfectant and quarantined for a minimum of 24 hours before being re-shelved.</p>
OR0114	Coos Bay Public Library	<p>Our library maintained phone service the entire time even when the entire city was closed for two weeks. While our doors were closed for 13 weeks, we provided curbside services, phone service, and delivery services. I'm</p>

		disappointed these efforts aren't recorded because staff was working just as hard if not harder during this time period.
OR0119	Corvallis-Benton County Public Library	Where to start. Last FY we began offering delivery services to residents during the governor's stay at home order. This has proven to be wildly successful. Like many libraries, we used our 3D printers to help make supplies for our medical providers. We used our parking garage as a donation drop off site for months. We had staff in the Emergency Operations Center and deployed helping other departments in a variety of ways. Virtual events, online card registrations and working closely with our local schools have been vital activities.
OR0120	Cottage Grove Public Library	The Cottage Grove Public Library had increased surface sanitation procedures toward the end of February and was closed to the public starting on March 13, 2020. The staff deep cleaned the library and worked on projects to make online services more accessible, linking to a variety of resources and information from Lane County and throughout the public library sector. The staff continued working through May 1st and were laid off. The Head Librarian was hired back at the end of June and started working again on June 26th. From July 1st to the present, she has been providing limited internet services in the morning while working on various "behind the scenes" projects in the library. On August 1st, the library began providing curbside pickup and has seen a steady increase in use since then. The Youth Services Librarian will resume work on October 30th.
OR0065	Crook County Library	Ten of our thirteen staff were furloughed during the pandemic, from May 2 through at least June 8 (or June 12 for some). The remaining three staff operated curbside, phone, and email services during the furlough period.
OR0034	Driftwood Public Library	My library has been much more fortunate than some, in that I have the full support of my City Manager and the city's emergency coordinator in terms of staying closed. We had to make some cuts to library materials purchasing, and in the 20-21 fiscal year we've been asked to freeze spending on training, as well as delay hiring.
OR0132	Enterprise City Library	We are trying to provide as much support and access as possible without compromising patrons. Contactless pick up is good. Remote/virtual summer reading is happening. We are seeing about 50% in all our numbers. Better than nothing.
OR0004	Estacada Public Library	Estacada Library closed to the public on Friday, March 13 at 5 p.m. Full-time staff continued to work both from home and in the building. Part-time staff returned on April 16. We began offering holds pick-up service on Tuesday, June 2 from our community room.

OR0005	Eugene Public Library	<p>Like all libraries, we strove during the pandemic to find a way to provide as much access as possible to library services. Here are some of the steps we took.</p> <ul style="list-style-type: none"> <li>- All program went virtual: Live and recorded storytimes, bookgroups via Zoom, author presentations and discussions, readers advisory panel, and a livestream concert.</li> <li>- Increased purchasing of electronic materials</li> <li>- All due dates were extended until 9/14/2020</li> <li>- Activated auto-renewal</li> <li>- Issued library cards over the phone</li> <li>- Temporarily unblocked cards previously blocked because of high fines or restrictions so they could access electronic materials</li> <li>- Offered free “electronic materials only” cards people living out of City limits who usually have to pay a fee for access</li> </ul> <p>After lockdown, our re-opening happened in two stages:  1st stage (6/15/2020): Returns accepted at all locations. Holds available curbside and by appointment. 2nd stage (8/24/2020): Buildings partially opened. Services focused on unmet or under-met community needs: computer access, charging devices, job search support, and same-day access to the collection. After the first month of opening, we were seeing over 300 people a day.</p> <p>Another impact of the pandemic: The financial contributions we rely on from the Friends and Foundation was reduced because they have been unable to conduct their usual fundraising efforts.</p>
OR0049	Flora M. Laird Memorial Library	<p>We were closed to the public for nine weeks and staff worked a staggered schedule doing inventory projects and collection and account work. We reopened for computer appointments and limited occupancy when the governor lifted the stay-at-home order.</p>

OR0009	Forest Grove City Library	<p>Like many libraries, Forest Grove closed the library building on March 16. During the months of March, April and May, we worked with the City and the County (WCCLS) to determine how to respond to and administer the various mandates, executive orders, policies, etc. We cancelled all programs, meetings, and services, including our volunteer program (we had 40 volunteers in March.)</p> <p>Issues were:</p> <ul style="list-style-type: none"> <li>· Staff working at home or in the building</li> <li>· Staff tasks and responsibilities.</li> <li>· Adequate safety procedures and PPE for staff working in the building</li> <li>· What services could we safely provide and how to provide them</li> <li>· Communication with patrons</li> <li>· Communication and coordination with WCCLS</li> <li>· Communication and coordination with neighboring libraries</li> </ul> <p>And, like many libraries, we were working under the hopeful premise that this was all going to be a short term situation and that we would all soon get back to some version of normal. And though it took us a while, we ultimately concluded that the question of when and if this was going to end was no longer pertinent to our decision making We instead began discussion and decisions of how best to provide library service with a closed building. It was also apparent that each library was making their service delivery decisions based on a wide variety of local directives and available resources.</p> <p>IN June we began offering curbside service for returns only. We assumed that the thing patrons would be happiest to be able to do would be to return the items they had since January/February. Because of the quarantine requirements from the county, we borrowed many recycling bins from Pacific University and from Waste Management. In mid-June, we added curbside pick- up of holds, special requests, reference service and free printing, faxing, and scanning.</p> <p>Our Summer Reading program was conducted both Curbside and in conjunction with the eight free meal sites in Forest Grove and Washington County WIC. Over 1100 free book kits were distributed along with 1266 take and make craft kits.</p> <p>In response to patrons' requests. We began taking donations in August. (our Friends were very happy to get their on-line book sale up and running. They have seen a 50 percent increase over this period last year.)</p> <p>Currently, we are working on a plan to provide some patron access to computers. We have recently purchased WIFI hot spots and Chrome Books for circulation.</p> <p>We are continuing to provide adult programming via YouTube and Facebook. We had a very successful program with author Jane Kirkpatrick. We've recently started virtual storytime and our Move. Dance Play program has been replaced with Laps Around the Library.</p> <p>Our Commission and Friends have begun meeting again via Webex and Zoom.</p> <p>Our plan is to continue to create innovative ways to provide library services to patrons that fit with their new way of living. I want to give much credit to the Forest Grove Library staff for their creativity and commitment.</p> <p>Colleen Winters Library Director</p>
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OR0024	Grant County Library	We are still doing curbside pick-up until we receive our electrostatic sprayer Should be here in two weeks. We are having story hour outside our library this summer.
OR0146	Halsey City Library	The Halsey library was closed from March 18th-June 1st. We are planning to have limited occupancy and have people come in by appointment only for the foreseeable future. No programs or services were offered to the public during that time. We can only offer limited services from now on, including not holding programs. We are also offering curbside pickup so people aren't forced to come inside the building.
OR0016	Helix Public Library	The sudden closure and revamping of what to do for summer programs was a challenge but in the end we still had a very successful summer with grab and go art kits that included all ages. In fact, there were new people and ages that took advantage of the kits (maybe the introverts!). I took it upon myself to add some fun to the COVID lock downs so having lots of programs including the "Hunt for a Bear" and "Watch for Sasquatch" activities along with a photography contest helped keep the community engaged. Having the doors closed but still providing materials for the public via curbside helped and I continued ILL's throughout and this helped when patrons could still get items from other libraries. I also tried to do weekly FB story times or projects. When open for two weeks in the summer, I realized how much more I needed to do to keep myself and others safe. When our community was struck with some cases of COVID, our doors were closed again. I feel better prepared this time having masks available, having a sign-in sheet along with hand sanitizer at the front of the door and having a tape outline so patrons do not enter my space. A plastic sign/shield is on our desk with more signage along with wipes and sanitizer. The community has been very good about the closure and I have not had any negative response to it. I think the biggest challenge has been the added stress of trying to do the right thing when we don't know what that really is and at the beginning the continuous changes and information that we were needing to read was overwhelming. I had to "not" take advantage of all the helpful zooms because my own personal ability to process too much information was getting in the way of my work at hand. All in all, I feel like we faced the challenges well and still provided the community with what they needed.
OR0019	Hillsboro Public Library	The Hillsboro Libraries closed to the public starting on March 15th. Library staff worked remotely from March 17 to June 6. Both virtual and live online programs were offered during this time, along with remote answering of phones and reference services. Some staff worked in the city's emergency operations center and used the Outreach van to deliver food boxes to those in need. Staff were allowed to use work time to volunteer with local organizations that were supporting the community during the pandemic. In June staff re-entered the buildings and began transitioning back from remote work. Programs continued to be offered online. This time was used to plan the next phase of service, which was curbside pickup, which would begin in early July. Staff also worked in collaboration with WCCLS staff to adjust the Summer Reading Program to provide SRP bags at summer lunch sites.
OR0041	Jackson County Library Services	JCLS presented a Pandemic Response Plan to the District Board on Thursday, March 12, and by Monday March 16, 2020, all branches were physically closed to the public. The Library entered Stage 1 – Virtual Services – of its 6-stage plan for library services. After 2 weeks in preparatory Stage 2, on May 1 the libraries started offering Front Door Services (Stage 3), allowing patrons to pick up holds at the front door. On May 18 libraries moved to Stage 4,

		allowing computer access at the 4 regional hub libraries. Libraries reopened with limited in-person services on June 8 and remained there for the rest of the year.
OR0022	Jefferson Public Library	During the time that our building was otherwise completely closed to the public due to COVID-19 (including curbside services), we offered free home delivery of library materials to patrons living inside Jefferson city limits. When curbside services began again, we discontinued home delivery.

OR0027	Klamath County Library Service District	<p>Covid-19 report:</p> <p>Phase 1:</p> <p>The Klamath County Libraries closed their doors on March 18th. We instituted the following:</p> <ul style="list-style-type: none"> <li>• We immediately started offering curbside pick-up services in all the branches except for the Senior Center.</li> <li>• We extended the Outreach services to at-risk patrons.</li> <li>• Main Library: To limit the number of staff in the building we reorganized the workflow. 1/3 of the staff started working from home, alternating days.</li> <li>• We started online storytimes and book clubs.</li> <li>• We turn on the eCard registration option on our website.</li> <li>• We eliminated overdue fees.</li> <li>• We placed all returned materials on quarantine for 3 days.</li> </ul> <p>Phase 2:</p> <p>The Main library reopened on May first and the branches offered access to their building “By appointment only”.</p> <ul style="list-style-type: none"> <li>• The main library changed its hours: Mondays through Saturdays from 10am to 5pm.</li> <li>• Public restrooms are closed.</li> <li>• We removed all the seating except in front of computer stations.</li> <li>• Public computers are accessible by appointment and the time is limited to 45 minutes.</li> <li>• Staff clean keyboards and mice after each usage.</li> <li>• We added sneeze guards to all our service desks and mandated facemasks in all the libraries for staff and patrons.</li> <li>• Patrons still have the option to pick-up their materials outside the libraries.</li> </ul> <p>By the end of May the branch libraries started opening their doors while still limiting the number of patrons in their buildings.</p> <p>We offered an online version of the Summer Reading Program and we added more online storytimes and programs for our adult patrons.</p> <p>We had to cancel our annual Comic Con usually scheduled for October.</p> <p>From March to June 2020, 162 patrons registered for ecards.</p> <p>We saw a 30% increase in the circulation of digital materials.</p> <p>The staff have been very resilient and flexible. We kept up with our monthly meetings, using Zoom and kept staff updated via email.</p> <p>We had some problems with patrons regarding the new rules, but overall it hasn’t been too difficult. We have a lot of signs in all our libraries. We send PR and update our Facebook pages regularly to keep our patrons updated.</p>
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OR0028	La Grande Public Library	Here's a couple of links to articles that details some of the library's work during COVID: 2020: PNLA Quarterly Special on COVID-19 (pp 31-33): <a href="https://arc.lib.montana.edu/ojs/index.php/pnla/issue/view/43">https://arc.lib.montana.edu/ojs/index.php/pnla/issue/view/43</a> American Libraries: <a href="https://americanlibrariesmagazine.org/blogs/the-scoop/the-great-outdoors-library-services-covid-19/">https://americanlibrariesmagazine.org/blogs/the-scoop/the-great-outdoors-library-services-covid-19/</a>
OR0031	Lake County Library District	The CARES funding available to special districts and libraries through State administration really made the difference for us in being able to respond effectively to the pandemic with additional cleaning supplies, PPE, plexi barriers, and air filters as well as purchasing additional technology for library patrons to help replace lost computer and Internet access. As a small, rural library district, our services would have been much more negatively impacted than they were if we had to absorb these costs into the library budget.
OR0029	Lake Oswego Public Library	From March 15 2020 to June 30 2020 (and beyond) the building has been closed to the public. However library services for digital access remained open and enhanced. No-Contact Curbside service at the Lake Oswego Public Library began at the end of May and has been popular ever since.
OR0030	Lakeside Public Library	We have had lower than average circulation, in person visits, computer usage, etc. since opening back up after being closed for the Pandemic. Our numbers are gradually creeping up the last few weeks, but since we are a retirement community I believe a lot of folks have chosen to stay away and will more than likely continue to stay away during this Pandemic. We have worked so hard to be sure our materials are all quarantined and sanitized. We have added plexiglass dividers for our checkout area and have closed half of our public access computers. We have also been actively sanitized constantly throughout our days. This has been extremely time consuming but we feel we are doing everything in our power to make things safe for our patrons and our staff.
OR0140	Lane Library District	We closed on March 14 and started curbside service the same week! We didn't provide any in-library service after that time, but our patrons seemed very happy with the level of service they continued to receive. We look forward to serving them in person! Thankfully we were able to find plenty for staff to do in the library and from home and were able to provide the same number of work hours to staff.
OR0033	Lebanon Public Library	We continue to operate with reduced hours and limited occupancy (25% of capacity). We have not recalled our volunteers, staff are performing those duties as well as their regular assigned tasks. Library staff members have been remarkably resilient and continue to provide the best possible library experience for our patrons. Library patrons have also been very accepting of the many new policies and procedures we've put in place for their safety and our own. We were still able to have an abbreviated Summer Reading Program and I'm immensely proud of the many creative ways staff have found to provide virtual programming for all ages.
OR0043	Ledding Library	The City of Milwaukie has been supportive of all its staff during the pandemic. Staff were very imaginative in providing services for children and adults. We had the grand opening of our new library on 1/11/2020; we closed due to the pandemic 3/15/2020. Our patrons have been supportive, using our curbside services, participating in Summer Reading, taking book walks through Scott Park, leaving messages for staff. It has not been easy to have a new library and not be able to fully share it with the community. But it has been heartwarming to see the community band together to get through these times. And our staff has been phenomenal. We offer no-contact holds pickups, answer reference questions, offer online hold request.

OR0134	Lincoln County Library District	Our facility is an administrative office and has no actual public service hours. We do not offer in-person library services. We do hold book review group meetings (currently via Zoom) and meetings of area library staff and directors. LCLD manages the interlibrary loans for Siletz Public Library and we answer phone questions about area libraries and library services. LCLD is open by appointment only at this time.
OR0122	Mary Gilkey Public Library	Our location is very small and social distancing would not be possible in our stacks. We remain closed, but are offering 24 hour WiFi, delivery, curbside, and City Hall pickup of items, printing, reader's advisory, and assistance via chat, email, and phone.
OR0039	McMinnville Public Library	<p>McMinnville Public Library closed to the public on March 17, 2020. Some staff continued to work in the building while others began telecommuting. During this time staff worked on cleaning the library, special projects, navigating the HR issues related to COVID-19 and future planning. With new information and safety measures continually being updated, staff was in limbo not knowing what changes were coming and how to plan for these changes. Work and life plans were initially constantly changing and settled down to weekly later.</p> <p>The library continuously tracked reports on how the virus was transmitted and how to keep materials safe for use, both for patrons and staff. Safety measures were updated as new information came in. The library finally settled on a combination of quarantining and then sanitizing with a light wipe down of materials the virus had tested to last longer on. Staff work areas get sanitized with a change in shift and on a nightly basis. Public areas are sanitized on a regular basis during the day.</p> <p>On April 1, 2020, the library started a Home Delivery service within the McMinnville city limits. This boundary was established due to staffing levels and risk management for both patrons and staff. However, McMinnville Public Library also serves several communities in neighboring cities. Patrons outside the city limits were allowed to choose an alternate address within the city to receive deliveries. Patrons opting to use this service has remained pretty stable at around 850 even after the library reopened with limited hours.</p> <p>Reference and Children's staff established a new schedule for telephone reference services. They started coordinating more social media and online posts to keep patrons informed about library services and where the public could obtain more information about current events. Children's staff created online stories and activities that could be accessed at any time by the public. Much of the online information has also been translated into Spanish to include more of the community.</p> <p>The library reopened to the public with limited hours on June 16, 2020. The library was open from 12-5 pm on Tuesdays, Thursdays and Saturdays. The entrance to the library was moved to the original Carnegie library entrance and a one way flow of traffic was established within the library as much as possible. Patron access was limited to 25 patrons at any time inside the building and they were encouraged not to linger so that other patrons would have an opportunity to use the facilities as well. Limited computer access was available to the public and required the patrons to wear masks to use the computers. Home Delivery continued to be an option to allow patrons reduced exposure to the public.</p>
OR0044	Molalla Public Library	We had to furlough 9 part time staff members due to our closure. We added electronic resources & were underwhelmed by lack of interest. The creative staff presented virtual programs, learned how to upload to YouTube, began a Pinterest page, & created grab & go craft kits. We also utilized Beanstack for summer reading &

		were surprised to find how much the adults liked it. We started curbside book pick up & opened our book drops in May. Staff has been in the building since March 16 to answer phones & help patrons as best possible.
OR0047	Mt. Angel Public Library	Provided outdoor activities for families: Storywalks, Sidewalk Obstacle Course
OR0063	Multnomah County Library	Multnomah County Library closed its buildings as of March 14, 2020 due to the pandemic. As of Fall 2020, MCL still does not have patrons inside libraries, only staff, as we're doing no-contact holds pick-up sidewalk service at all library locations and outdoor computer labs at select locations.
OR0050	Newberg Public Library	By mounting an aggressive social media campaign as well as curbside messaging we were able to control re-opening occupancy levels without needing to resort to additional occupancy practices. We continue to monitor the gate count closely for any spike in occupancy.
OR0051	Newport Public Library	Restocking of Little Free Libraries around the city, passive activity boxes in front of the library for patrons, starting a mobile hotspot program, putting WiFi boosters on the outside of the library, Library take out activity kits, grab and go delivery along school bus routes, school lunch site locations, and day use areas. We have also recorded several how to videos, collaborated with community partners to put together activity kits, and put together a Trail Tail behind the library.
OR9013	North Douglas Library District	In mid-March, the library closed its doors to the public and began planning for new and different services. By the beginning of April, we had added virtual card signup and was using social media to conduct J programming. By the end of April, we were checking out newly acquired e-readers and hotspots as well as doing outreach at local food pantries twice a week with book giveaways and activity bags for J and YA. We added curbside hours in mid-June.
OR0141	North Plains Public Library	We closed the building to patrons and volunteers on March 13 and provided outdoor pickup of library materials for an additional week. We ceased in-person service under the Stay Home Save Lives order until June 2 when we restarted outdoor pickup. We continued to respond to patron emails and voicemail messages and formed a communication team to get frequent updates to patrons in a timely manner via email and social media. We immediately moved storytime and early literacy classes to virtual platforms with no gap in service. We planned a contact-free summer reading program which began on June 1. Our local elementary school allowed us to join their virtual classrooms to promote summer reading in June or they showed our recorded presentation. We purchased 2 additional staff laptops for remote work. Our volunteer coordinator kept volunteers engaged with an almost daily "Library Joy" newsletter and phone calls. Two part-time library staff voluntarily furloughed under the Stay Home Save Lives order. All other staff kept the same basic hours via remote work.
OR0054	Oakridge Public Library	Closed 3/15/20. Curbside check-out of books requested via telephone and email continues. Reference questions via telephone and email continues. Fines cancelled since 3/15/20 and ongoing. Books returned via drop box scanned w/ UV wand. Opened on 6/15/20 for computer and wireless use only.
OR0135	Oregon Trail Library District	It was tricky navigating it as a Special District. All the information was for city or county libraries. SDAO libraries shared information and SDAO quickly responded with information. OTLD furloughed 7 part-time employees and returned them to work in May.
OR0059	Pendleton Public Library	The Pendleton Public Library provided reference, curbside delivery, and virtual programming for the duration of the closure. For portions of the closure we provided outdoor programming, browse appointments and computer

		appointments. At no point were we closed and working from home entirely, the building was always a functioning library.
OR0062	Port Orford Public Library	We started curbside service within a week of the library closing. We found that patrons were hunting for any library that would provide service in anyway and so we had patrons from several towns over coming to us for service. If there is a positive to come out of the pandemic I would say it is that regular library users and users that we have never seen before or who have not been active users suddenly discovered how vitally important libraries are.
OR9014	Roseburg Public Library	Roseburg Public Library began limited occupancy on June 30, 2020, so I did not count that as a week in question CV15.
OR0072	Scappoose Public Library	We closed our library March 17, the day after the city declared an emergency. We were doing curbside pickup of materials a week later. Staff with health problems were allowed to work from home. We allowed one staff member with a small child to take paid leave for several weeks. We reopened to the public with limited capacity on June 16. We are now open by appointment because without appointments, we exceed safe building capacity. While our building use is not nearly pre-covid levels, we are circulating 80% of our pre-covid circulation. We have removed all our lounge furniture and 6 of the public computers. We are using enhanced cleaning techniques to keep the building as safe as possible and are quarantining materials for 4 days in our meeting room. We are not allowing any meeting room activities until the state is in phase 3 of reopening.
OR0074	Seaside Public Library	We provided curbside checkout for 4 weeks, we were closed to the public (no access) for 6 weeks, and starting in June offered a limited max of 85 people in building at a time. This is ongoing into the next fiscal year. Challenges include supplies cost, lack of supplies, ability to find right supplies, conflicting information about quarantine and proper cleaning supplies, and staff anxiety due to covid. 3 staff quit due to covid even with best practices in place.
OR0078	Silver Falls Library District	Our library district shut down our building on March 16th. Our Library Board had a multiple emergency meetings between the middle of March and late June in order to stay updated on our building status, work from home procedures, decisions about continuing staff employment, safety procedures, and budgetary issues. By the middle of April most staff were back in the building working distanced and with facial coverings. By late April we were

		<p>offering home delivery within our district, and by late May we had phased out delivery (after picking up a few more senior non-driver homebound patrons) and started with 5 day per week curbside services. As we are part of the CCRLS consortium, our delivery and curbside services were first limited to only the materials in our own facility. On July 17 our courier resumed. On July 13 we began offering computer usage by appointment with a 1 hour limit. As our board originally said it was going to mirror the public school district's opening timelines, we have still not opened to the public. We planned for two outdoor browsing events in September but the wildfires nixed those plans. In fact, the wildfires shut us down for a week because the air quality both outside AND inside the building was extremely dangerous. Mid October now and we're offering the two experimental outdoor browsing events. Programming wise we offered summer reading for all ages. It was poorly attended compared to years past. Online book club has been working well but translating some of our other programming to an online format has proven challenging and sometimes disappointing. The good news is that our patrons really appreciate our curbside services and our circulation is really very good considering that we have no inside-the-facilities browsing.</p>
OR0038	Southern Wasco County Library	<p>We're still limiting access to the library. The library is open for quick browsing only and masks are required. We are allowing emergency or essential use of the public computers and printing/scanning/copying. We won't host any programs in-person for the foreseeable future. We stopped taking donations. All materials are left in the dropbox overnight and wiped down with a cleaning solution in the mornings.</p>

OR0079	Springfield Public Library	<p>As a library, we responded to COVID-19 by:</p> <ul style="list-style-type: none"> <li>• offering curbside pickup of items placed on hold, M-Sat from 1-3pm</li> <li>• redirected funds to more digital content, such as the Overdrive Advantage collection, virtual programs and classes, extreme makeover of our website and virtual summer reading initiatives</li> <li>• staff answer the phone M-Sat from 10am-5pm since we closed the building in March</li> <li>• extended all library cards</li> <li>• offered a digital library card option for new patrons</li> <li>• no fines during this time</li> <li>• have 45 minute computer appts during two hours windows M-Sat; do not require library cards for access; provide printing</li> <li>• have tax forms and Bring 'em Back books available</li> <li>• we require masks from anyone coming into the building</li> <li>• enforce social distancing of staff and those in the building for computer use</li> <li>• quarantine of returned items for three days; returns accepted in the bookdrop only</li> <li>• Focus on Developing access to trainings and resources for people out of work</li> <li>• As part of our library strategic plan, we've been using library funding to plan and add resources to support workforce development.</li> <li>• Securing database subscriptions such as Treehouse, a tool that will allow patrons to learn technology skills and provide the option to be tested/certified for each course; in essence - remote classes for people looking to start or advance their careers in technology, or people just looking to learn the basics</li> <li>• Staff are creating tutorials for using our current databases effectively</li> <li>• Offering subscriptions such as Learning Express Library with a host of Microsoft Office trainings, prep courses for career entrance exams, A to Z Databases for access to job listings and JobNow for access to live online career coaches</li> <li>• Sharing information via digital outreach for trainings such as those offered by the Springfield Chamber, DEV NW, as well as job fairs and resume building</li> <li>• facilitating remote work spaces for staff and using new software such as Slack for communication</li> <li>• having library staff assigned to our Springfield's Emergency Operation Center over the course of the pandemic.</li> </ul>
OR0081	St. Helens Public Library	<p>We took advantage of the closure to have our lobby, auditorium, and meeting room painted and carpeted. We also began remodeling a newly available room to be our new makerspace - paint, flooring, data/electrical, sidewalk, and handicap access.</p>
OR0082	Stanfield Public Library	<p>Our library worked hard to offer the services we currently had in a new way and bring some new live programming.</p>
OR0084	Sweet Home Public Library	<p>The City's Emergency Manager helped us through the initial phases of re-opening. He emphatically stated that his primary concern was for staff and their safety and being comfortable. He helped set up the library, recommending which furniture to remove, and how to proceed forward. We are fortunate that our building has an alley which we</p>

		used for curbside pickup. This allowed us to place a bookcart for patrons to drive by and take a bag of items that were checked out to them.
OR0086	Tigard Public Library	Our library building remains closed to the public as it has been since March 14, but library services remain available 24/7 online. During this time, we added advanced readers advisory services and virtual programming for adults, teens, and kids like Story Time at Home, a racial justice book group, and take and make bags, among others. Additionally, we continue to offer Library Takeout services: Our patrons can return materials 24/7 in our book drop, place and pick up holds, and receive reference assistance at our walk-up service desk.
OR0087	Tillamook County Library	Tillamook County Library was closed for 5 weeks, then staff was called back for curbside service. The Library is on a levy so we had to serve our public. The Library increased our Hoopla and Kanopy limits for patrons and went from 4-20. at some point that limit will lower but not for now.
OR9000	Umatilla County Special Library District	UCSLD operations have not stopped. We did limit access to our building for about 6 weeks, but we were never closed completely. Our outreach program saw the most changes, but it still was operating online and with continued book delivery. We became a communication hub for the 11 member libraries and 1 contracting partner library. We also expended funds to ensure that each of our member libraries had a device or computer accessories that would enable them to fully use Zoom and other virtual programs, meetings and trainings.
OR0093	Union Carnegie Public Library	We had reduced hrs and are by appointment only.
OR0096	Vernonia Public Library	Our Library was able to offer outdoor pick-up service through most of closure. Local families appreciated having access to books and entertainment when they needed it the most. We had many patrons thank us for the service. We were also able to offer craft kits and prints for pick-up on our outdoor cart.
OR0098	Wallowa Public Library	Our library closed to the public on 3/17/2020. The library did not start curbside service until 6/15/2020. On 6/30/2020 our long time library director retired and there was an interim librarian here from 6/30/2020 until 8/1/2020 when I took over.
		During the transition of director and with Covid-19 making services a challenge, I'm learning something new daily about managing a library and all the administrative tasks and tracking that needs to be completed.
OR0137	Warrenton Community Library	Here is a link to our reopening plan implemented June 15, 2020. <a href="https://docs.google.com/document/d/1Kn_oXTEqO6NqvitRAXaLkvMIH_aqBsyN5ytgWEQ_Nyk/edit?usp=sharing">https://docs.google.com/document/d/1Kn_oXTEqO6NqvitRAXaLkvMIH_aqBsyN5ytgWEQ_Nyk/edit?usp=sharing</a> Also, for the Summer Reading Program we gave out 551 take and make craft bags during June, July and August as well as 911 free books to our community.
OR0103	Wilsonville Public Library	The Library closed the building on March 17th and opened the building on June 23rd. Staff worked within the building during the period closed. Some worked at home. The closed period provided the ability for the library to work on projects that we normally do not have the time to do: collection projects, develop online projects. The Library coordinated other libraries in our consortium for expanding online services (e-books, other online services) and adjust circulation policies, etc. Outside of coordinating policies and policies, consortium did not coordinate library actions (opening/closing, etc.) The Wilsonville Library was the only LINCC library building that was open (30 hours/week - holds pickup, light reference) starting June 23rd.

OR9017	Winston Public Library	<p>Due to the COVID-19 pandemic the Winston Library got off to a rocky start as a public library; hence the scant data reported, we only had about three weeks' worth of info to report!</p> <p>We received our "public status" on April 29, which was during our COVID-closure. We were in the process of setting up curbside services when we got the "O.K." to physically re-open. We did so on June 8 without any occupancy restrictions, we are a very small library and have so few people in the building at any given time that restrictions weren't really necessary.</p> <p>Our Summer Reading Program started at the end of June (so only 1 event has info on this report); we did have some later presenters cancel and/or make other accommodations (some programs were held outdoors and we did have one presenter that recorded a video project for us so she wouldn't have to present in person).</p> <p>Our community is grateful and excited that we are open so our patrons are very cooperative with mask-wearing, social distancing, and helping to keep our library environment sanitized. Everyone has been very understanding and flexible as we navigate this unknown territory together.</p>
OR0105	Yachats Public Library	<p>As of today, October 25th, our library is still closed to the public. We are offering reservation pickup on Mondays and Wednesday for 2 hours each day. Our library is so small that we cannot social distance in a safe manner. This is also complicated by the fact that almost all of our volunteers are between the ages of 60 and 80, a group that would be more susceptible to complications from COVID-19.</p> <p>What the future holds is unclear. We have discussed a partial reopening, possibly 2 or 3 days a week and 3 hours each day. This would take some physical changes within the building and the decision regarding this has not been made yet.</p>
OR9016	Yoncalla Public Library	<p>During the summer of Covid 19, the Yoncalla Library partnered with the Yoncalla School District to provide books and materials each week for the children and teens at home. The survey that the school did at the end of the summer reflected that the children and teens that received the packets did all or most of the activities. This was a great success in outreach. We have done curbside checkouts and reference for the time we have been closed.</p>