

Dave Della Terza

From: Dave Della Terza
Sent: Monday, March 16, 2020 12:06 PM
To: All Staff
Subject: Library Closing Update 3/16/20

Yesterday's all staff e-mail was sent out to get information out to everyone in a timely manner, although not all details about our closing had been worked out yet. You'll be receiving updates from your supervisor about any new items that are currently being worked out. We'll also have an update for you later today regarding due dates, holds, and other material questions.

One thing I want to stress is that just because we are closed to the public, it doesn't mean that no one has to work. There are some departments and some specific assignments where staff will need to come in to work or may need to work from home. We will try to keep this to a minimum, and we don't expect non-exempt staff members to work full days, but we can't suspend all of our internal operations or our communications with the public for the entire closing. Because everyone is being paid their normal work hours during the closing, you may be expected to complete some work during this time on an as-needed basis. Your supervisor will be in touch if this is the case. Thank you for your understanding and willingness to pitch in during this time!

During this closing, your best point of contact will be your supervisor. They will stay in contact with you about any important updates, and they will provide instruction about anything that needs to be done between now and our future reopening. You can also visit SharePoint at staff.naperville-lib.org from home if you need to check e-mail or access SharePoint files during the closing.

Thank you again for your understanding, as this is a completely new situation for all of us, and we'll all get through it together.

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Dave Della Terza

From: Dave Della Terza
Sent: Monday, March 23, 2020 8:10 PM
To: All Staff
Subject: The Importance of Public Libraries

I received the following e-mail from a colleague at another library, and I thought it was fitting to share with everyone. The word "essential" is currently being used a lot, and it's sometimes hard to process that our jobs at the library aren't being considered "essential" right now. Of course what we do is important, but there are also basic human needs that take precedence. I think the message below from a fellow librarian is one that can help us all to put into perspective some of what's going on right now. 😊

"In the past week, I've had an unprecedented amount of time alone with my thoughts (yikes). I've been struggling with my role in this pandemic. My closest friends are nurses, pharmacists, and transportation managers; all people that are essential in this crisis. They are not allowed to leave their jobs even during lock down. As I sat at home I felt useless... what good is my chosen profession if I can't help when things hit the fan? It was hard to realize that I was an "unessential" worker. After becoming bored of my pity party, I did some self-reflection and reached out to friends. They helped me realize somethings that I wanted to share with anyone else that was feeling the same way.

Our job right now is to step back and let the "essential" people do their jobs. By staying home and following social distancing we are doing our part. Make sure your neighbors are safe, and help those around you. Don't hoard masks or medical supplies, medical staff needs them more than you! Wash your hands and practice self care daily.

Libraries may not be essential during a pandemic but they are essential during the aftermath. Our job will be to help rebuild the community when it is safe to reopen to the public. We will provide employment resources for those who have lost their jobs. We will help children catch up on schoolwork they have missed. We will keep a clean and safe place for people to gather. We will adapt to what our community needs. Our time to be essential is coming.

To all of you working tirelessly from home-- Thank you! You are why I'm proud to be a member of the DGPL.

Rest up and stay safe. When we come back, I know we'll do so at full force."

Let's all focus on staying healthy so we're ready when our library will be needed more than ever in the community.

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Dave Della Terza

From: Dave Della Terza
Sent: Thursday, March 26, 2020 4:32 PM
To: All Staff
Subject: Library Update 3/26/20

First, I'd like to pass along a big thank you from many of our Board members to all staff. They are really impressed with the services still available online, and the staff who have come in to complete tasks or who have worked from home to keep services running. Thank you all!

Second, the Leadership Team has been communicating a lot during the last 2 weeks. I'll have a larger update ready for all staff on Tuesday or Wednesday of next week with information about what's been happening during our closing.

And third, I've been receiving quite a few suggestions from customers asking if we are looking at implementing a curbside service model during our closing. It's great that so many people in our community are thinking of the library right now, but with the current stay-at-home order, we really can't implement this sort of service. In case you have friends, family, or neighbors asking you the same question, I've drafted a response below that I've been using during this time (and I'm personalizing it with more information based on the request). I hope this talking point can also help you in case you get the same requests.

Thanks for taking the time to write to us with your suggestion. Governor Pritzker's stay-at-home initiative is asking all non-essential businesses to cease operations. While we of course believe what the library does is essential to the community, it's not in the same vein as a grocery store or hospital. So we will be following the directive to stay closed through at least April 7 along with other similar businesses. We look forward to reopening in the near future and resuming normal operations.

In the meantime, please feel free to check out our website to access our digital collections, which are all available while our physical locations are closed. There are many formats available, including eBooks, eAudiobooks, movies, and music.

Thank you again for everyone's flexibility and positivity during this time. I know it's a very strange and stressful situation for everyone, and we'll all get through this together.

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Dave Della Terza

From: Dave Della Terza
Sent: Friday, March 27, 2020 10:30 AM
To: All Staff
Subject: Update on Library Digital Collections

During our closing, library staff have been keeping an eye on our digital collections to make sure customers have 24/7 access to these materials. There have been some great developments over the past week, and I want to make sure everyone knows about them. These developments include:

- Hoopla added “Bonus Borrows” – a collection of popular materials that customers can borrow without going against their monthly allotment of 5 titles.
- Kanopy made Kanopy Kids free, so customers can view unlimited children’s titles that do not go against their monthly allotment of 10 titles. They are also curating a library of adult titles that customers can watch without going against their borrows.
- Ancestry.com is allowing Ancestry Library Edition to be used remotely by customers. Normally, customers must be physically in the library to use Ancestry Library Edition. Anyone who is doing genealogical research can now access Ancestry for free from home during the closing.

These changes are just temporary for the next month or so, but it’s great to see vendors working with libraries to provide additional digital content during this time.

Macmillan also lifted their embargo on new titles. This is not temporary; this is a permanent change, and it’s great news. Previously, we could only purchase 1 copy of a new Macmillan eBook for the first 8 weeks. Now we can purchase as many copies as we want. Collection staff have been going through and purchasing additional copies of popular titles.

We’re working to update the public on all of this information through our social media channels. Please help get the word out, as we’d love to make sure our community can take advantage of all of the recent changes.

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Dave Della Terza

From: Dave Della Terza
Sent: Tuesday, March 31, 2020 3:05 PM
To: All Staff
Subject: Library Buildings Closed Through April 30

Today, Governor Pritzker extended the stay-at-home order through April 30. That makes our new tentative building opening date **May 1**.

As you talk to your friends and family in the community about the library, I'd like us to stress that the library is still available to our community - just in a different way than they may be used to. While we can't open our buildings, we have digital collections and databases. Customers can still apply for a library card and have immediate access to these collections. Staff are working hard to keep these services up and running.

We're also exploring new possibilities like online programming. I'll have a longer e-mail update tomorrow with some examples of the fantastic work our staff have been doing over the last few weeks.

Thank you,

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Dave Della Terza

From: Dave Della Terza
Sent: Wednesday, April 1, 2020 6:39 PM
To: All Staff
Subject: Library Update 4/1/20

This is a bit of a long update, but I didn't want to shorten it, because I want to brag about how awesome our staff are. 😊

In the past 2 weeks while our buildings have been closed, so many library staff members have been hard at work – working on library projects, keeping our communications up to date, brainstorming new ideas, watching webinars, working on reader's advisory, cleaning our buildings, and more. Here is a brief update on what everyone has been up to:

Children's Services staff have been working on projects like Battle of the Books, SRP planning, and reader's advisory projects. SRP may potentially need to be very different this year, so staff are considering many options to keep the program engaging and relevant. Staff are also starting to explore opportunities for digital programming during our closing, like online storytimes and posting STEAM videos to our website and social media accounts.

Adult & Teen Services staff are adjusting the personalized reading list service available on our website; it will now showcase digital materials and we will speed up the turnaround time from 10 days to 48 hours. They are also working on highlighting Staff Picks from our digital collections on our website and social media. We're also looking at digital programming such as moving our business roundtable and other programs onto Zoom, and hosting our Teen Poetry Contest online.

Customer Services staff are working on procedures for quarantining materials as they come back, arranging check-in of materials as needed, as well as thinking through what procedures will be like when we reopen. Supervisors have been monitoring online card registration to make sure our customers continue to receive instant access to our collections upon applying for a card. They are also looking into the potential of a curbside service model if we aren't able to fully open our buildings but get the green light to offer the pick-up and drop-off of materials.

Marketing staff have been keeping our communications running via our website and social media. These updates are the best way to keep our customers informed about anything changing. We are also getting updates out to the press, cancelling Evanced programs, and making sure our message is consistent to the community. Because so many groups are looking into digital programming, Marketing will also be essential at how to get the word out about these new options.

Digital Services staff are working on documentation for new classes and programs, monitoring 3-D print requests, and looking at the potential of digital programming. We also got a request to use our 3-D printers to help Edward Hospital, and Jonathan is looking at how we can help.

Facilities staff have been in our buildings making sure they are still being cleaned on a regular basis, and working with our night cleaning crew and our carpet cleaning vendor for additional cleanings. They are also working on some projects that can move more quickly when no one is in the building, such as replacing flooring, replacing a radiator, and removing the alpine tree at Nichols. Scott is also starting up a system-wide team to work on our cleaning processes for when we reopen the buildings.

Technical Services staff have been ordering new materials since the Macmillan embargo was lifted, and have been analyzing the digital collection usage to improve our customers' experiences while staying at home. They have also been in contact with vendors to arrange new benefits for customers like the Ancestry Library Edition being available to customers from home. We also have staff coming in to process the large number of periodicals we've had arrive during our closing.

IT staff have been adjusting many of our processes like turning off holds, extending due dates, updating voicemails, and updating databases. They have also been instrumental in making sure supervisors and staff can work from home as needed. They are now looking into a Zoom account for digital programming, and working on moving our e-mail server to the cloud.

HR and Finance staff are processing Novatime, making sure everyone is being paid, ensuring we're being refunded for cancelled conferences, running accounts payable, preparing financial reports, and cancelling the upcoming room reservations. They are also making sure performance reviews are being processed in a timely manner so everyone gets their raises.

Leadership Team have all been in and out of the buildings keeping an eye on the facilities, as well as helping with tasks like staffing election day, checking in materials, and leading large projects. Managers and supervisors will be reaching out in the next few days to ask for help with projects like an overall cleaning plan for when we reopen the buildings, digital programming, social distancing guidelines for reopening, etc. So if you're interested in working on a system-wide project, please let your supervisor know.

I am just so impressed with the initiative of our staff during this time. It shows that while our buildings are closed, the library is still open, just in a different way. Providing innovative services to our community is something we do every day, and now we're just becoming even more innovative in the current situation.

I'm sure we'll have more exciting news to come soon – and I'm especially excited about all of the work we're doing to start up digital programming. Thank you again, and I hope everyone is staying safe and healthy!

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Dave Della Terza

From: Dave Della Terza
Sent: Monday, April 6, 2020 6:11 PM
To: All Staff
Subject: Library Update 4/6/20

I wanted to check in with everyone today to give an answer to a question that I'm sure is on everyone's mind right now – How long are we receiving pay while the library is closed?

Currently, all employees are receiving full pay through the Library Board's meeting on April 15. At the meeting, our Board will need to determine how to proceed after that. I know not everyone may realize this type of decision is up to our Board. I am currently doing research on what comparable libraries and other city entities are doing with regard to pay, and I will be providing the Board with that information so they have helpful info in making their decision.

I will tell you all that the Board is very impressed with the work everyone is doing. So while I can't provide you with a definite answer, I want to be transparent about the process and how it all works. Our Board is very supportive of our staff, and I am sure whatever decision is made will be with the best interests of both the staff and the community. I will keep everyone up to date on future developments, and please don't hesitate to ask me or your supervisor if you have any questions.

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Dave Della Terza

From: Dave Della Terza
Sent: Tuesday, April 7, 2020 4:50 PM
To: All Staff
Subject: Library Update 4/7/20

Library staff have been busy continuing services while the buildings are closed, and I wanted to share 2 really awesome updates today.

- We now have a [webpage](#) that has all of our new virtual programming listed. So if anyone is looking for library programs online, we'll be adding to this page. I am so impressed with how quickly this digital programming turned around. Many thanks to Becky, Lynne, Emily, Jennifer, Ian, and Ellen for being the guinea pigs on camera to get us started.
- [Digital Services staff](#) have been 3-D printing parts for face shields for the staff at Edward Hospital. What a great way to help the community during this time! Thank you to Jonathan, Christina, Weili, Ale, Danielle, and Chris for all of your work.

Naperville Public Library continues to be involved in our community in so many ways, and it's truly amazing. Nice work, everyone!

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Dave Della Terza

From: Dave Della Terza
Sent: Friday, April 10, 2020 5:50 PM
To: All Staff
Subject: Hoopla Borrows Increased to Eight

We've been getting feedback from customers who want more Hoopla checkouts during this time. And it makes total sense – our physical collections are unavailable, so Hoopla is seeing an increase in users. So for the month of April, we've increased the number of checkouts on Hoopla to 8 per customer. We'll be publicizing this shortly so our customers are all aware.

So if you've hit your 8 checkouts on Hoopla this month too, go ahead and check out some more!

Hoopla also has bonus content that can be checked out without going against someone's limit. So that's another source for customers who may be enjoying Hoopla a lot this month.

This change is just for the month of April. If we want to potentially increase Hoopla downloads permanently, we'd need to do more research and budget for it, as Hoopla is a pay-per-use platform where we pay every time someone checks something out. But this should be good news for our customers who are finding Hoopla this month and enjoying the content. Thank you to the Collection Development Librarians for their research and assistance in getting this changed – it's been a big help!

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Dave Della Terza

From: Dave Della Terza
Sent: Wednesday, April 15, 2020 8:44 PM
To: All Staff
Subject: Library Update 4/15/20

At tonight's Board Meeting, the Board passed a motion to pay staff their full pay through the next Board Meeting on May 20, 2020. They had many very nice things to say about our staff and how much we're accomplishing during the building closings. In fact, you can watch the meeting on our YouTube channel if you didn't get to see it tonight. 😊

I hope we will be able to open in some form before May 20, whether it's a partial opening for materials, curbside service, or some other form of service. Leadership Team is currently talking through possibilities and we're meeting on Friday to continue that conversation. It's too early to really know what's coming, so we're planning multiple options that we can start to consider. But it's great to have confirmation for staff pay for the next month whether our buildings are open or not.

We'll have more updates coming soon – so stay tuned, and keep up the great work!

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Dave Della Terza

From: Dave Della Terza
Sent: Friday, April 17, 2020 3:21 PM
To: All Staff
Subject: Library Update 4/17/20

A few new updates from today's Leadership Team meeting:

- We are cancelling all in-person library programs through June 30, 2020, and we will continue digital programming for the foreseeable future.
- We are also cancelling all May public room reservations.
- We may extend either of these closings longer as needed.
- We are also securing personal protective equipment and cleaning supplies in anticipation for a reopening, whatever that may look like. This includes masks, gloves, cleaning solution, Clorox wipes, etc. Scott's cleaning team is working on plans for utilizing all of this.
- Wisconsin announced yesterday that their stay-at-home order has been extended through most of May, but that libraries could start up a curbside pick-up model. We are currently putting together a plan for a similar service in case we get the green light to go ahead with it.
- Staff workroom renovations are being placed on hold for now, and may look different when we're back up and running. We may see what we can do with reorganizing current furniture or doing smaller projects. We'll see what our budget and the economy looks like in the coming months before making any decisions to move forward with any project like this.

Have a great weekend, and thank you for everyone's continued positivity and hard work during this time. I'm so happy to see that Illinois is doing better and that social distancing is having its intended effect. We'll be back together before we know it, and maybe the situation will be different than before, but I look forward to getting back toward a little normalcy in the near future. 😊

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Dave Della Terza

From: Dave Della Terza
Sent: Friday, April 24, 2020 9:05 AM
To: All Staff
Subject: Library Update 4/24/20

Governor Pritzker announced yesterday afternoon that the stay-at-home order is extended to May 30, but that non-essential businesses can open up a curbside model after May 1. The executive order hasn't been signed yet, so we don't have the full details of what that means. We should know more by the beginning of next week.

This development is what we were expecting as a next step, so we've been looking into a curbside service plan. Library leadership will be meeting early next week to talk through our next steps, and we'll have more information around the middle of next week.

If and when we set a date for the library to open for curbside service, we will give staff time to get ready, and we will answer questions about how it will work. We also want to ensure that we have the proper personal protective equipment for staff and the proper procedures in place to offer this service safely. We've been working to acquire PPE over the last few weeks, and will continue to do so as it becomes available.

For the time being, we're going to wait until we have our meetings to talk through next steps before announcing anything to the public. We want to make sure to have a plan in place and details worked out. If you receive any questions about whether the library will be opening for curbside service, you can let people know that we are looking into a plan and we will make an announcement when we're ready to move forward.

Thank you again for your continued work to make sure we can still provide some of our library services to the community, and it sounds like

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Dave Della Terza

From: Dave Della Terza
Sent: Tuesday, April 28, 2020 12:36 PM
To: All Staff
Subject: Library Announcement - Curbside Service Beginning May 11

Governor Pritzker's most recent executive order allows for non-essential businesses to open for curbside service. Illinois public libraries are currently debating whether they should open or not, and I've carefully weighed arguments on both sides.

Where I landed on this is that I believe Naperville Public Library should be open to provide curbside service of our physical materials. Our community has always been incredibly supportive of the library and has been understanding of our recent closings. And now that we have the opportunity to serve the community with physical materials, as a tax-funded governmental entity, we should step up and provide that service.

With that in mind, we will be starting a curbside service model for customers on **Monday, May 11**, with some testing of the service during the previous week. More information will be coming later this week, including how this service will work, cleaning procedures, and how everyone can help. Your departmental supervisor will be in touch to talk about what your specific schedule will look like. Starting on May 11, all staff will be expected to work their normal number of scheduled hours, with the understanding that some staff will be working from home for part of that time. We want to be sure not to have too many employees in the building at once to continue to meet social distancing requirements. But curbside will be a very staff intensive project, and we're going to need help from many departments to make this work.

During the closings of our buildings, library leadership has been acquiring personal protective equipment (PPE), creating safety procedures, and coming up with a regular cleaning plan. I am proud to say that we are very prepared in all of these areas. All staff will be given disposable gloves, reusable and disposable masks, a safety shield (optional for you to decide if you'd like to use it), and other PPE as needed. Staff are also welcome to bring in their own PPE. We also have lots of cleaning supplies, and each department will be receiving these as well.

I know this is a scary time, but please be assured that staff safety is of the utmost importance to me. We would not be opening for curbside service unless we were sure it was safe to do so. Many businesses are currently open and running with safety procedures in place, and we have learned a lot from these businesses how to best protect staff while working. All staff coming in contact with people and materials will be taking proper precautions, and we will continue quarantining materials for 3 days after they are returned per CDC recommendations. Also, staff members who choose to take paid time off or need an FFCRA leave can provide their supervisor with a request.

This is a chance for Naperville Public Library to provide a community in crisis with much needed education, entertainment, and escapism. We have a great reputation for a reason – we do what we can to meet the needs of the community. And during this difficult time, implementing curbside service will help us serve the community while maintaining social distance and keeping everyone involved safe.

Thank you, and please feel free to reach out to your supervisor with specific questions. We will be announcing the curbside service date to the public this evening, and we will have more updates toward the end of this week.

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Dave Della Terza

From: Dave Della Terza
Sent: Monday, May 4, 2020 7:14 PM
To: All Staff
Subject: Library Update 5/4/20

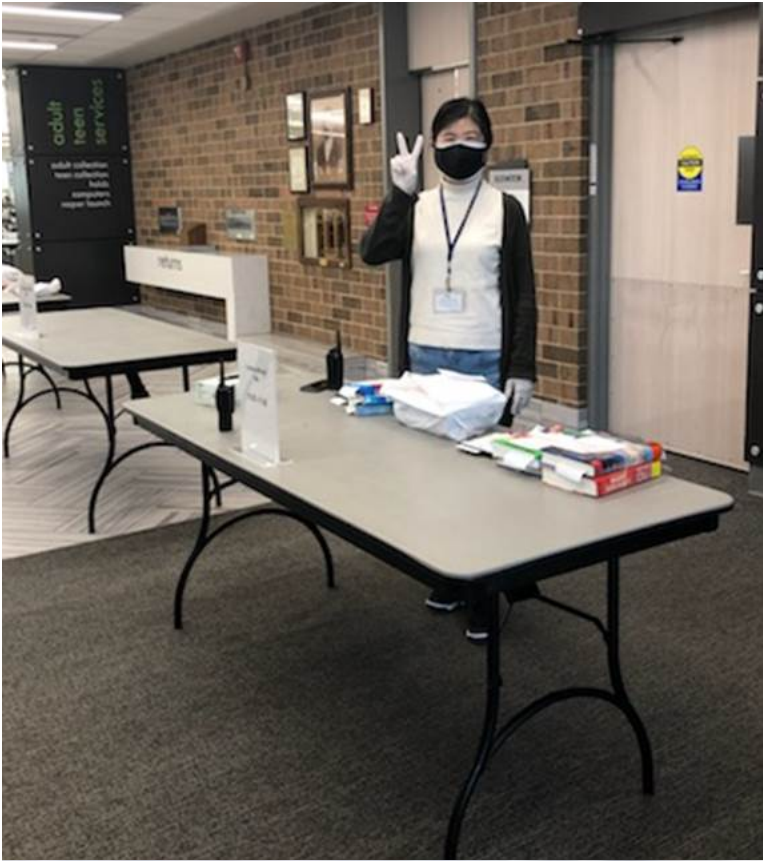
Today was the first day of trying out curbside service, and I'm happy to say it went really well! We tried out the service to get some of the current holds to our customers before going all-in next week.

I got to participate and observe at Nichols, and I have to say I was so incredibly impressed with how smooth things are running and everyone's contagious positivity. We have amazing staff! We set a modest goal of serving 10 customers per hour, and easily exceeded that right away. Customers were so appreciative to have access to our materials, and we were able to deliver the materials very safely without any contact. You'd think we've been doing curbside for months with how smoothly things went.

We're going to continue working on getting our current holds to customers this week, and then move on to the next phase. We should be able to make an announcement about taking new holds very soon – so stay tuned!

I'm hoping to stop by all of the buildings this week to say hi, help out, and cheer on our great staff! If you haven't been involved yet, I will say it was an incredibly rewarding experience to call customers and bring them materials. They couldn't stop talking about how much they appreciate the service and love the library. We're meeting a need in the community during this difficult time, and reinforcing why the library has such a great reputation.

Here are some pictures from today at Nichols, including a mysterious masked character who is definitely not Yan Xu after she went to the dark side.





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Dave Della Terza

From: Dave Della Terza
Sent: Tuesday, May 5, 2020 6:54 PM
To: All Staff
Subject: Library Update 5/5/20

Today was another successful day of testing out our curbside service. Not even the rain could stop staff from delivering materials! I got to see the staff at NBL working on curbside and other projects, and again it was very impressive.

We're also working our way toward allowing customers to place new holds. We're aiming to turn the holds back on early next week, but we're waiting for confirmation from Innovative. We're hoping to make a public announcement tomorrow so customers will know what to expect.

Governor Pritzker also announced his phased plan to reopen Illinois today. We've moved from Phase 1 (Rapid Spread) into Phase 2 (Flattening). The next phase we're looking at is Phase 3 (Recovery) which allows for businesses to open their doors with capacity limits and other safety precautions, including no more than 10 people in a single gathering, continued face coverings, and social distancing. So as we deliver our curbside service, we can start thinking about what Phase 3 at the library could look like.

It's been great getting to see so many more of you, even with masks on. And I've learned over the past few days, you can still see someone smiling even with their mask on! So keep up the great work, and more updates coming soon.



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Dave Della Terza

From: Dave Della Terza
Sent: Wednesday, May 6, 2020 3:13 PM
To: All Staff
Subject: Holds Turning on Monday

The answer to the question that everyone is asking is here.

When will holds be turned back on?

We will be turning on the ability to place holds on Monday, May 11 in the morning.

So for those customers who are asking, we now have an answer. 😊 We will publicize this through our website and social media soon. This means curbside will be off and running in a major way next week.

I heard a really nice phrase earlier this week – Instead of getting back to normal, we're working our way back to *better!* We have an awesome opportunity to redefine our services and reintroduce customers to the library over the next few months. I have no doubt NPL will continue to be an important piece of the community, and it will be great to see what opportunities arise in the coming months.

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Dave Della Terza

From: Dave Della Terza
Sent: Thursday, May 7, 2020 1:45 PM
To: All Staff
Subject: Library Update 5/7/20

I had a great meeting with many area library directors today. I'm happy to say just about everyone is moving forward with curbside service in the next few weeks – with start dates ranging from May 11 to June 8. Some libraries are already currently offering service like us: Fountaindale (Bolingbrook), Gail Borden (Elgin), and Elmhurst are all offering either curbside pickup or drive-thru window pickup right now. It was also great to hear that libraries in other counties contacted their county health departments and the Illinois Department of Health (just like we did), and all are on the same page that libraries can safely offer curbside service. The most important thing is to remember masks and social distancing.

It was great to share our experience and successes so far with the group! And it's great to see area libraries all coming together with the goal of adapting our services to continue serving our communities. We're going to continue to meet to talk through future plans so we can all help each other as we phase back in more services.

As an NPL specific update, we're starting to trigger holds today that were placed throughout our building closings. So if someone put a hold in January on a book that was going to be released in April, for instance, those holds are now starting to be processed. Then next step, holds for everyone starting Monday! Thank you to everyone stepping up to help out with what I'm sure will be a very popular curbside service.

I'm planning to stop by 95th Street Library tomorrow to check in with the curbside folks, so anyone who's there, I'll see you tomorrow!

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Dave Della Terza

From: Dave Della Terza
Sent: Friday, May 8, 2020 10:07 PM
To: All Staff
Subject: Library Update 5/8/20

I got to experience curbside service at 95th Street Library today, and again, it's been great to see this service unfolding so quickly and effectively. Kudos to everyone involved! We've gotten tons of really fantastic feedback through our social media, website, and in-person interactions with customers this week. If you haven't experienced working with the curbside service process yet, you're going to love hearing how appreciative our customers are to have their physical materials back.

Speaking of which, I wanted to share this nice note about our curbside service and digital programs that Chris Krapek received in response to today's public newsletter. It really sums up why we do what we do:

"This was absolutely wonderful to hear from the library. It has always been an important part of my life and to not have the library open during this time, I feel as though I am missing a dear friend and a place of solace and refreshment.

I will be using the pickup service and watching the videos. I have already enjoyed the one on altered books and will watch the others on that subject matter. Thank you again for what you are doing for the readers of Naperville both now and every day in the past.

See you soon at curbside check out."

And in case you're not familiar yet, here are the steps to our curbside service for customers:

- Customers can place materials on hold using the library website or app starting Monday morning. They will select the location where they want to pick up. Curbside service is being offered at all three Naperville Public Library locations.
- When the materials are ready for pick up, the customer will receive a notification via e-mail.
- The e-mail notification will ask the customer to call the library's main phone number (630-961-4100) to set up a curbside appointment. The customer will have the option to select a one-hour time window that works for them.
- When it's time for the curbside pickup, the customer will pull up to the designated spots in the library parking lot and call the phone number on the signs. Library staff will bring out the materials and deliver them contact-free by placing them in the trunk or through one of the car windows.



Dave Della Terza

Naperville Public Library

Executive Director

630-637-6100 | www.naperville-lib.org

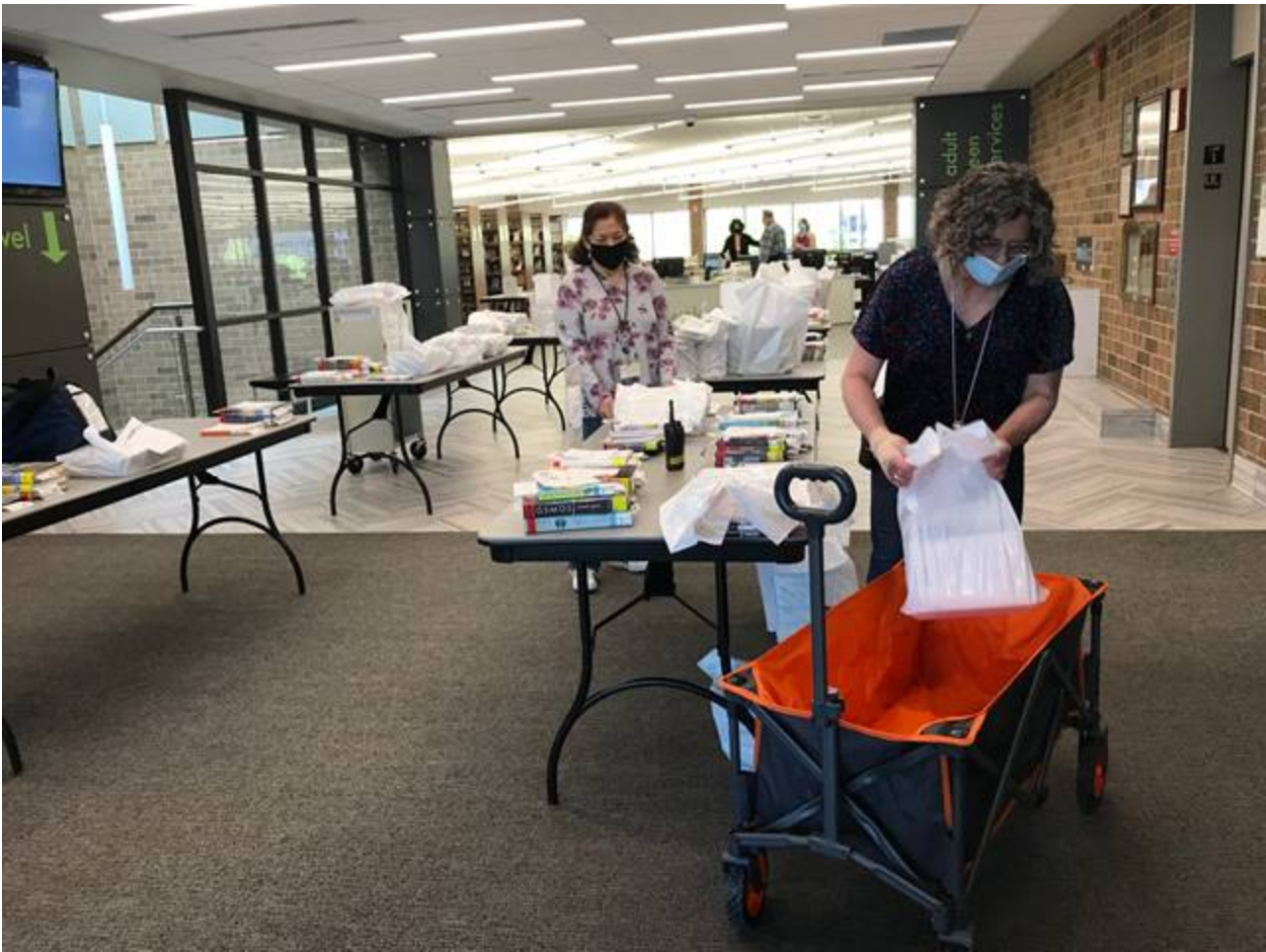
Dave Della Terza

From: Dave Della Terza
Sent: Tuesday, May 12, 2020 2:31 PM
To: All Staff
Subject: 6,513 Reasons to Celebrate

Yesterday was the first official day of curbside service after our testing the prior week. Customers could put new items on hold, and they sure took advantage of it.

Yesterday, Naper Blvd. had 1,753 items placed on hold, Nichols had 2,260 items placed on hold, and 95th Street had 2,500 items placed on hold. That's a grand total of 6,513 items!

If that's not a ringing endorsement that our community is happy to have the library's physical materials back, I don't know what is. Thank you to everyone who is helping make this service happen.





Dave Della Terza

Naperville Public Library

Executive Director

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Dave Della Terza

From: Dave Della Terza
Sent: Saturday, May 30, 2020 5:59 PM
To: All Staff
Subject: FW: Google Alert - naperville public library

In case you haven't seen, a Naperville resident wrote a letter to the editor about how happy he is that we're offering curbside service. It's so nice to see the community response and how their love for the library continues even during all of this uncertainty.

From: Google Alerts <googlealerts-noreply@google.com>
Sent: Saturday, May 30, 2020 12:00 PM
To: Dave Della Terza <ddellaterza@naperville-lib.org>
Subject: Google Alert - naperville public library

Google Alerts



naperville public library

Daily update · May 30, 2020

NEWS

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That is why my wife and I were so overjoyed when the **Naperville Public Library** announced its branches were offering curbside pickup. When we heard, ...

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Dave Della Terza

From: Dave Della Terza
Sent: Monday, August 10, 2020 9:42 AM
To: All Staff
Subject: Meeting Room Rentals

Good morning! It's been a little while since I've sent out an update about our services, and I have some news to share today.

We've been in a good holding pattern for a while with library services, and I think we're offering the community what they're looking for at this time. So while we won't be making any radical changes soon, we do want to slowly introduce new services as we're able to. The next service we'll be bringing back is meeting room rentals. Specifically, the Nichols Community Room, Naper Blvd. Program Room, 95th Street Meeting Rooms A & B, and the 95th Street Conference Room (the other rooms are currently being used for quarantine, furniture storage, or staff purposes). We're working on details now to figure out what setups and room limits in each room will look like.

- Customers will be able to book meeting rooms for dates in September 2020.
- The Finance department will start taking room reservations on Monday, August 17 for those September dates.

As always, we will keep an eye on how things are going so we can continue to provide our services safely. If you have any questions, please let me or your supervisor know. Thanks,

Dave Della Terza

Naperville Public Library

Executive Director

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Dave Della Terza

From: Dave Della Terza
Sent: Tuesday, August 11, 2020 1:13 PM
To: All Staff
Subject: Update to Travel Quarantine States 8/11/20

Today, Chicago removed 3 states from their travel quarantine list, so we will also remove those states as of today. They are:

- Iowa
- Kansas
- Utah

Staff will not need to quarantine upon returning from those states.

Wisconsin and Nebraska are seeing declines and could potentially be removed next week if the patterns continue.

Dave Della Terza

Naperville Public Library

Executive Director

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Dave Della Terza

From: Dave Della Terza
Sent: Wednesday, September 2, 2020 3:31 PM
To: All Staff
Subject: Library Update 9/2/20

This update is more of a thank you. I know this year has been incredibly hard for all of us. Even with all of the uncertainty, staff continue to come to work with a positive attitude and willingness to be adaptable to whatever comes next. That doesn't go unnoticed by me, the Board, and the entire Leadership Team. As a token of our appreciation, please enjoy some snacks in your workrooms and staff lounges, along with a note for each department from the Leadership Team. I don't know what the next few months will bring, but I am immensely proud to be leading such a dynamic team right now. We will continue to get through this together. Thank you again for all you do for the library and for the community. 😊

Also, in less exciting news, the travel quarantine policy has been adjusted to include yesterday's updates: Hawaii, Nebraska, and North Carolina have been added to the list.

Dave Della Terza

Naperville Public Library
Executive Director
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Dave Della Terza

From: Dave Della Terza
Sent: Wednesday, September 9, 2020 1:48 PM
To: All Staff
Subject: Hot-Zone State Update 9/9/20

As an update to our hot zone state travel quarantine:

- Kentucky has been added to the list.
- California and Puerto Rico have been removed from the list.

The document on SharePoint has been updated as well.

Dave Della Terza

Naperville Public Library

Executive Director

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Dave Della Terza

From: Dave Della Terza
Sent: Tuesday, January 19, 2021 9:17 AM
To: All Staff
Subject: Public Computers at Nichols and Naper Blvd.

Yesterday, DuPage County (Region 8) returned to Phase 4, Tier 2 mitigations. Will County (Region 7) is one of only two regions that has not yet seen a rollback and is still in Phase 4, Tier 3 mitigations.

With this news, we're planning to bring back our socially distanced public computers at Nichols and Naper Blvd. on **Monday, January 25**. We will make an announcement on our website and social media tomorrow, but I wanted to give staff a heads up first. If mitigations change for Will County before Monday, we may also add 95th Street in at the same time. Either way, I'll let you know when we have a date for 95th Street as well.

Hopefully soon we'll also be able to bring back seating and meeting rooms once we hit Tier 1. The great news is that some Illinois regions are now back to Tier 1, and some have even gone all the way back to Phase 4 with no additional mitigations. So we're on the right path!

Dave Della Terza

Naperville Public Library

Executive Director

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Dave Della Terza

From: Dave Della Terza
Sent: Thursday, January 21, 2021 1:00 PM
To: All Staff
Subject: Will County Update

With Will County moving into Tier 1 restrictions today (these phases seem to come out of nowhere!), we will plan to bring back public computers at 95th Street on Monday. That means all buildings will have public computers available on Monday.

We don't want to jump into making any additional changes just yet, like introducing tables at NSL, because we don't want our services to ping-pong back and forth quickly and confuse customers. We want to make sure that we make changes deliberately and don't always change (forwards or backwards) as soon as a new level is introduced, because additional changes could happen just as quickly. So the current plan is to have public computers on Monday, and assess next week when we would want to make a next service adjustment.

Stay tuned next week for additional information, thanks!

Dave Della Terza

Naperville Public Library
Executive Director

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Dave Della Terza

From: Dave Della Terza
Sent: Tuesday, January 26, 2021 4:38 PM
To: All Staff
Subject: Library Update 1/26/21

Today, DuPage County entered Tier 1 mitigations. Will County entered Tier 1 at the end of last week. With that great news, the Leadership Team discussed and we are moving forward with some service adjustments on **Monday, February 1**.

- We will bring back socially distanced public seating with 2 chairs per table.
- We will bring back public room reservations for groups of 25 or fewer. Customers can start making reservations on February 1 for bookings in mid-February.
- We will bring back socially distanced children's computers.
- Staff working from home for part of the week will be expected to return to working in the buildings.

We will wait until Thursday morning to announce this publicly and officially, giving staff another day or so to think through items in their department before the announcement is official. The metrics seem to be getting better and staying better for the time being, so I don't anticipate any additional changes at this time.

Thanks for your continued commitment to providing excellent service during all of this uncertainty, and let's hope we continue to move in the direction of fewer mitigations! 😊

Dave Della Terza

Naperville Public Library

Executive Director

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Dave Della Terza

From: Dave Della Terza
Sent: Wednesday, February 3, 2021 11:45 AM
To: All Staff
Subject: RE: Will County Enters Phase 4 Today

DuPage County is now officially in Phase 4 today as well, so now all of our buildings are in the same phase.

From: Dave Della Terza
Sent: Monday, February 1, 2021 12:16 PM
To: All Staff <All@naperville-lib.org>
Subject: Will County Enters Phase 4 Today

Today, Will County entered Phase 4 of Restore Illinois, so that means there aren't any further tiers of mitigations. DuPage County remains in phase 4 with Tier 1 mitigations.

In case you're like me and you're saying "Which phase was which again?", here is a quick summary of some of the limits we would be considering. (Note, the state has changed some of these requirements as the tiers were added, so this is where things stands now)

	Phase 4	Phase 4, Tier 1	Phase 4, Tier 2	Phase 4, Tier 3
Building Capacity Limits	50% occupancy	50% occupancy	50% occupancy	25% occupancy
Group Gathering Limits	The lesser of 50 people or 50% room capacity	The lesser of 25 people or 25% of room capacity	10 people or less	No meeting room gatherings allowed
What We Did at the Library	50% occupancy in building, public seating and computers, outdoor programming, limited indoor programming	50% occupancy in building, public seating and computers, no in-person programming	50% occupancy in building, public computers, browsing and checkout only	25% occupancy in building, browsing and checkout only

So the big change for us as we remove the tiers is that it opens up possibilities for us to do some indoor or outdoor programming. We can start to explore our options as we see how things are going, but it's great to have that option becoming available again. I'll send out additional updates as we hear more about DuPage County and as we consider changes to our services.

Dave Della Terza

Naperville Public Library
Executive Director
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Dave Della Terza

From: Dave Della Terza
Sent: Thursday, May 13, 2021 4:19 PM
To: All Staff
Subject: Update on Masks in the Library

The CDC came out today saying that fully vaccinated people no longer need to wear masks indoors or outdoors. While it's frustrating for all of us that this news was sprung on everyone without any notice, we can continue to follow guidance from the state level. Governor Pritzker announced today that he will be revising the state's executive orders around masks shortly. I wanted to make sure to get an email out to all staff today in case you encounter a customer who is not wearing a mask who cites the CDC guidelines.

What if someone comes in without a mask?

If someone comes into the library today with no mask, please let them know we are still enforcing a mask mandate until Illinois changes its executive orders. That does not mean you should run after a customer who comes in quickly to grab a hold without a mask. But if someone wants to stay in the library for an extended period, they should be wearing a mask until we officially change our policy based on state guidance.

What does that mean for staff?

As for the staff side, I would ask that all staff continue to wear masks at work until we change that policy. Obviously we've only had a couple of hours since this news broke to talk about this, but our Leadership Team will discuss any next steps we'll take for staff and we'll keep you updated.

What happens next?

We will follow whatever guidance the state gives us. If the state changes its guidance, we will change our requirements, as we have been doing each time recommendations are updated. For instance, if the state says fully vaccinated customers can come into the library without masks, then we can update our policy and signage to reflect that. I do not want to get to a place where staff are asking every customer their vaccination status, as it's unrealistic, puts staff in a difficult position, and customers can potentially lie. If guidance changes, we should assume customers coming in without masks are vaccinated unless they tell us otherwise.

Once the state's guidance is released, I will follow up with additional information.

Thanks,

Dave Della Terza

Naperville Public Library

Executive Director

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Dave Della Terza

From: Dave Della Terza
Sent: Friday, May 14, 2021 4:59 PM
To: Dave Della Terza
Subject: Mask Update

There hasn't been an update today from the state or IDPH regarding the mask mandate. That means we likely won't have any changes at the state level until Monday at the earliest. This weekend, we should continue to ask customers to wear masks in accordance with the state mandate.

Right now, I echo the message I sent yesterday: If someone comes into the library with no mask, please let them know we are still enforcing a mask mandate until Illinois changes its executive orders. Let them know we will be keeping tabs on what's going on at the state level and will consider changes as we get more information.

That said, we're about to be in a transitional period no matter what, as we're working our way toward Phase 5. We also know that Governor Pritzker has said he wants to relax standards as vaccines are now readily available. So I empower staff and PICs to make an exception as you see fit. This will all be ironed out likely in a few days, and while it will be awkward during that period, we've been through more awkward periods already and we made it through. Thank you for your understanding that this is not the most ideal situation, but that we're going to get through it shortly.

If you run into any problems this weekend, you can reach out to your PIC, your LM, or me, and we're all happy to help.

Dave Della Terza

Naperville Public Library

Executive Director

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Dave Della Terza

From: Dave Della Terza
Sent: Monday, May 17, 2021 7:37 PM
To: Dave Della Terza
Subject: Update to Illinois Executive Order on Masks

All Staff,

Governor Pritzker updated his executive order to say that fully vaccinated individuals can go without masks in public places.

https://www2.illinois.gov/ISNews/23322-Bridge_Phase_Executive_Order.pdf

Since the order has been changed, please go ahead and allow fully vaccinated customers to come in without masks as of now. That means we will need to update our signage, website, and other messaging with this information. I think we can simply add "if you are not fully vaccinated" after info about the masks. We can get to work on those updates tomorrow.

Here is help for some of the situations you may find yourself in:

- If a customer enters the library without a mask, we should assume this means they are fully vaccinated. We do not need to ask people about their vaccination status.
- If someone volunteers the information to us they are not fully vaccinated, we should let them know that the state order asks that they wear a mask. If they say they will not put a mask on, just let them use the library. We do not need to fight with someone who is looking for a fight.
- If a customer says they are upset that someone else is not wearing a mask, please let them know that the state's updated executive order allows customers to come in without masks if they are fully vaccinated.

I know that every time there is a next step like this, it feels uncomfortable. The good thing is this next step comes because vaccines are widely available. I personally was caught off guard by this too, but I am feeling much better as I remind myself that so many people are getting vaccinated and this is where we hoped we'd be going a year ago. If anything changes to make our situation better or worse, we will continue to follow statewide guidance on how to proceed.

Tomorrow morning, Executive Team is meeting to talk about masks for staff. I will have an update for everyone tomorrow with more information. For the time being, please continue to wear your masks inside the library buildings. Thank you!

Dave Della Terza

Naperville Public Library

Executive Director

630-637-6100 | www.naperville-lib.org

Dave Della Terza

From: Dave Della Terza
Sent: Friday, June 4, 2021 1:44 PM
To: Dave Della Terza
Subject: Library Update 6/4/21

The Leadership Team met this morning to talk about our next steps in reopening services, seeing that we're moving into Phase 5 of Restore Illinois next week (Friday, June 11). Phase 5 is basically everything reopened at full capacity, with some new safety procedures in place like unvaccinated people continuing to wear masks and social distancing in specific situations (for instance, children who cannot yet receive vaccinations).

What this means for us is:

- We'd like to make most of our services fully available the week of Monday, June 14. This means all of our tables, study rooms, computers, sound recording studio, etc. The good thing is we know we're not going to get a huge rush of customers right away; just like every other phase, this will be a gradual return for most people.
- Facilities and IT will need some time to get things situated, so we will not have 100% of our computers available or tables available immediately upon opening on June 14. IT is going to set a goal of the end of the day on June 16 to have everything completely up, and Facilities will get our furniture situated that week as well. This timeline may fluctuate based on staffing and any problems we run into, so just know they will have things available as they can over the course of that week or so.
- We will keep the staff barriers and extra tables at service desks up for now, as we know that will help us in our transition.
- Fully vaccinated staff can make the choice whether to wear a mask or not starting on June 14. Staff who are not vaccinated will still be required to wear masks, as per the state's executive order. Staff who are vaccinated can continue to wear masks if they would like to. We are not going to require staff to provide proof of vaccination to HR because we trust everyone will be honest about their vaccination status, but please note that we can legally require proof if there is a question or problem that arises.

This update will not be officially sent out via our marketing and communications just yet, because we want to let you know first. But as we get closer to June 14, we will also set a plan to inform our customers. If a customer asks in the meantime, you can certainly share this information with them.

Thanks,

Dave Della Terza

Naperville Public Library

Executive Director

630-637-6100 | www.naperville-lib.org

Dave Della Terza

From: Dave Della Terza
Sent: Thursday, August 26, 2021 10:57 AM
To: Dave Della Terza
Subject: Customer Mask Mandate Begins Monday, August 30

This morning, Governor Pritzker announced a statewide indoor mask mandate for everyone ages 2 and up, regardless of vaccination status. This mandate begins on **Monday, August 30**.

What does that mean for us? Basically, we are returning to the mask requirements that were in place earlier this year.

- Employees should continue to wear masks.
- All customers ages 2 & up will be required to wear masks indoors.
- If a customer does not have a mask with them, we can offer them a mask.
- If a customer says they cannot wear a mask, we should offer to serve them in a different capacity (for instance, curbside service bringing their materials outside). We do not need to allow customers inside the building without masks.

The great thing is we had incredibly high customer compliance with the mask mandate previously, and I anticipate things will be the same this time as well. Library leadership will continue to communicate all updates in a timely manner if and when anything changes (and as we've seen over the last year, things will continue to change). We are updating our building signage, website, and social media so customers will be aware as well.

If you have any specific questions, you can reach out to your supervisor for help and guidance.

Dave Della Terza

Naperville Public Library

Executive Director

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