Sierra: Reopening your library after COVID-19 – April 17, 2020

Our process for reopening libraries after the COVID-19 closures will consist of several measures applied globally by MHLS staff, followed best practices, applied in each of our member libraries, to build towards our normal operating levels.

**Soft Opening** (Before opening to the public and delivery resumes):
Once staff return to the building, they will be able to process the items returned to the building and any items that are waiting in delivery bins to be processed.

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<tr>
<th>MHLS Will</th>
<th>Libraries Do</th>
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| Some activity happens prior to and during soft opening. | **·** Update Encore messaging with date for future service restoration  
· Extend the expiration date of all holdshelf items system wide to 2 weeks after full opening date (May 30, based on the Governor’s current plan for schools)  
· Extend the expiration dates on unfilled holds to 2 weeks after the full opening date.  
· Remove/edit closed notes in Encore  
· Update days closed table for each library to recommended opening unless they have indicated a longer closure. This will manage paging to open libraries only and eliminate paging where libraries have not reported closure.  
· A code for waiving fines for COVID-19 is in place as a payment type in Sierra  
· MHLS will disable text notices until there is an Open day determined. |
| **·** Report scheduled opening (days closed) via online form to MHLS.  
· The library will need to determine if they will waive fines during the closure. If they choose to waive fines:  
  o Begin check-ins with a backdate to the last date open for business. This will eliminate fines, overdues and bills for items that have been dropped off.  
  o Waive fines using the COVID-19 payment when waiving  
· Check in your delivery bins. It is important to re-use the bins for your outgoing delivery items during this higher demand for delivery.  
  o Items filling holds can go on the holdshelf will have an extended period for pickup (MAY 30th) and not the usual 7 days.  
  o Shelve items that belong in your library that do not have holds  
· Items that check in and go in transit can be placed in delivery bins.  
· Run the item and title paging, filling any standing holds that your collection may currently be able to fill. This will be minimal as your library is currently closed in Sierra. Put these items into delivery.  
· Staff functions in Sierra that are unrelated to circulation and notices may be completed (cataloging, orders, patron entry, patron record merging and online patron registration review).  
· All items borrowed thru MHLS OCLC have been extended by supplying libraries to May 29th. The due dates will be extended again and again as the Governor extends the deadline. We are |
| Libraries Do Not | **·** Do not send Hold Pick Up notices- your patrons will not be able to pick up until you are open. The messages will remain in the queue until business resumes.  
· Do not send Overdue notices  
· Do not send Bills  
· Do not clear your holdshelf |
Open to Public – On the established “First day Open”

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| • Remove Encore messaging  
• Return text messaging to original version  
• Monitor the Holds system and Delivery for issues and modify processes as necessary  
• Open holds to the public in Encore by adding back the request it button.  
• Announce the ability for libraries to run notices based on volume.  
  o Hold notices will be prioritized  
  o Overdue notices and bills will be staged last. | • Clear Holdshelf – This will be very important in managing the volume of holds and notices. The extended dates of your holdshelf will protect those items patrons are waiting for. Clearing will eliminate any data that should be cleared from holds cancelled by patrons in out downtime.  
• The library will need to determine if they will waive fines during the closure. **MHLS can extend due dates to eliminate fines to mitigate the number of items with fines during closures.**  
  o Continue to check-in with a backdate to the last date open for business. This will eliminate fines, overdues and bills for items that have been dropped off or were due during the closure and are checking in now.  
  o Waive fines using the COVID-19 payment when waiving  
  o Once the volume of items due during the Covid-19 closure is covered  
• Send Hold Pickup notices to alert patrons of items on the holdshelf | |

| Libraries Do Not | |