Sierra: Reopening your library after COVID-19 (May 22, 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.

Staff Only – No In-Person, Physical Services - No Delivery

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.

MHLS Will Some activity happens prior to and during soft opening.	• Update Encore messaging with date for future service restoration • All items that had a due date of 3/1/2020 through 6/30/2020 are now due on 6/30/2020 • All items on the holdshelf on have been extended through 6/30/2020. MHLS will maintain the extension for new items being put on the holdshelf through 6/30/2020. • Days closed table has been updated to close all libraries. • A code for waiving fines for COVID-19 is in place as a payment type in Sierra • MHLS has edited the text message to alert patrons to check the library website • All items borrowed thru MHLS ILL have been extended by supplying libraries to May 29th. The due dates will be extended again and again as the Governor extends the deadline.

Libraries Do	• Review your dates in the days closed table and update if there are changes. You complete the online days closed form if you would like MHLS to edit the table on your behalf.
	• The library will need to determine if they will waive fines during the closure. If they choose to waive fines:
	    ○ 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.
	    ○ 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.
	• Holds for patrons may be placed by staff. Paging will not extend outside of the local collection
	• Items checked in that can fill holds for other locations may be denied in this interim.
	• Do not use MHLS delivery bins to quarantine items in your library.
	    ○ Items filling holds can go on the holdshelf will have an extended period for pickup (June 30th) and not the usual 7 days.
	    ○ 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.
	• Prepare a local holds list using Create Lists to fill all holds for your pickup location that can be filled with your own collection Instructions
	• After you have filled all local holds, run the item and title paging, filling any standing holds that your collection may currently be able to fill for your library. You can continue to run the Title paging daily for new staff placed holds.

MID-HUDSON LIBRARY SYSTEM

	• 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). • You can clear your holdshelf. This will clear any holds that have been cancelled by patrons. Items on the holdshelf will not expire until 6/30/2020.
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

Open (Curbside Service or Facility) – Delivery not yet resumed

MHLS Will	• Encore messaging will prompt patrons to check the status of their library • Update text messaging to prompt patrons to check status of their library • Monitor the system for notice volume, days closed and possible regional delivery. • MHLS will continue to extend the holdshelf to 6/30 on all items

Libraries ALSO BEGIN to	• **MHLS needs to know you are opening <u>at least one business day</u> before you open. We need to make edits in Sierra on your behalf.**
	• Update website with changes to your open hours and provide curbside details
	• Paging in Sierra has been disabled for paging library collections outside of your building.
	• Holds for patrons may be placed by staff. Paging will not extend outside of the local collection
	• Items checked in that can fill holds for other locations may be denied in this interim.
	• **You MUST 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 our 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	• Do not send Overdue notices – if you have more than 1,000 outgoing messages. If you have more than 1,000 outgoing messages call tech support at 845-471-6060, and we will advise you on the next step. We may delay your send until the queue is lower.

MID-HUDSON LIBRARY SYSTEM

Open (Curbside or Facility) with Delivery Restarted

MHLS Will	• Remove Encore messaging in header • 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.

Libraries Will BEGIN to	• **MHLS needs to know you are opening <u>at least one business day</u> before you open. We need to make edits in Sierra on your behalf, if you were not open in the previous phase.**
	• Update website with changes to your schedule and provide curbside details and instructions.
	• 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