### Current Allowable Library Service Levels: 1 & 2
**Per Current Safer At Home Emergency Order #28 - Effective 8:00 a.m. April 24 through 8:00 a.m. May 26, 2020**

DPI and all 16 library systems agree that principles of personal safety, risk mitigation, transparency, and capacity guide the ongoing collaborative development and application of these guidelines.

<table>
<thead>
<tr>
<th>Badger Bounce Back Phase</th>
<th>Service Level</th>
<th>Summary of Services and Activities</th>
<th>Dependencies*</th>
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</table>
| Safer at Home            | Library Service Level 1 - Library buildings closed; no materials lending | Library building is closed  
Working staff reduced to essential personnel only  
Libraries may only provide no-contact services, i.e. access to online resources and services | -No gathering of people allowed  
-Only essential personnel allowed in building to perform minimum basic operations |
|                          | Loan of physical items. Allowable service options:  
-None  
-Curbside pickup  
-Books by Mail | Return of library materials. Allowable service options:  
-No returns allowed  
-Returns allowed; all returns are deposited in a controlled receptacle to ensure proper materials handling  
Local delivery, as determined by each library system. Allowable service options could include but are not limited to:  
-None  
-Minimal service to return items to owning libraries  
-Enhanced delivery including patron hold requests filled by other libraries on a shared ILS | Each library and system will determine its level of physical item service, handling, and delivery based upon its ability to abide by public health protocols for staff and patrons. Considerations for determining level of service include:  
-Availability of Personal Protective Equipment for staff  
-Ability to maintain proper physical distancing  
-Ability for all staff to be trained to adhere to public health protocols  
-Ability for library to properly quarantine materials prior to handling and distribution |
|                          | Doors may open under limited circumstances; specifics to be determined as guidance information is provided by DHS and the Office of the Governor. | | |
| Phase One                | Library Service Level 3 | | |
| Phase Two                | Library Service Level 4 | | |
| Phase Three              | Library Service Level 5 | | |

*Providing any level of service to the public or member libraries without abiding by current DHS public health protocols would be out of compliance with the Safer at Home Order.