Procedure for Computer Appointments During Phase 3; Library building is closed

The Library is opening for appointments to accommodate the dire need for computers; primarily for unemployment filing, taxes, and census. Staff will not interfere with what customers are doing on the computer unless it violates policy or behavior guidelines.

Essential Details

- Space Tracker will be used to book computer appointments (reserved as "rooms" rather than booking sessions in MyPC)
- Patrons call Information Services to book an appointment
- GBPLD cardholders only (but guest passes are available)
- Age 14 and up, strictly enforced
- Hours M-R 9-9, F&S 9-6, S 12-5.
  - Computers shut down 10 minutes before close
- Reservations can be made up to seven days in advance. We should expect some last-minute phone calls. We will do our best to accommodate.
- Computer sessions are for two hours max. No time extensions.
- SimpleScan and Express Print Station sessions are for 30 minutes.
- At this time, patrons are provided 20 free pages of computer prints ($4.00) per day
  - Copies from SimpleScan will also be comped at this time. Faxing remains $1/page.
- The person who made the reservation is permitted to bring one guest, who may be of any age. The customer is expected to be fully responsible for the behavior of a minor child. Minor children will not be permitted to leave the side of the computer user. If there are any problems with behavior, the customer will receive one warning. Upon a second infraction they will be asked to leave, hopefully without help from Security.
- Customers are required to wear a mask. This will be strictly enforced for age 2 and up.
- Computers will be cleaned thoroughly between each use.
- Print & SimpleScan stations will be cleaned thoroughly between each use.
- No food will be permitted. Customers may bring a covered beverage.
- Staff are required to follow PPE guidelines and carry radios at all times.
- Staff person escorting customer will have an iPad and run SpaceTracker to see appointments.

Procedure

1. Customer contacts the library to request an appointment. The phone menu directs the calls to the Information Desk.
2. Information Desk staff person manually enters the reservation in Space Tracker, leaving a 30-minute window between appointments to allow for cleaning.
3. At the time of reservation, a Customer Relations staff person will meet the customer at the front door and confirm the reservation. The customer will be required to wear a mask and escorted to the Computer Center.
4. In the Computer Center, staff will greet customers at the desk and have them sign-in on the Contact Tracing Sheet.
   a. If customer has a guest, both will sign the sheet
   b. Staff will escort patron to the designated reserved PC
   c. If a customer needs a guest pass, one will be given, no ID required
5. Once patron has logged in, in Space Tracker, DS staff will click on reservation, then click the green Start button
6. At the end of each session, Computer Staff will:
   a. Flip the "Cleaning in Progress" sign down
   b. Have the customer sign out on the contact tracing sheet
   c. Provide the customer a reservation receipt. If patron wants to make a future a reservation, have them contact Info desk
   d. Radio Security to escort the customer to the front door
   e. In Space Tracker, click on the initials for the reservation, then click on the gold End button
7. The station will be thoroughly cleaned then the "Cleaning in Progress" sign will be flipped up.

Details for Computer Center Staff

- If a patron has not appeared for their reservation within 15 minutes of the booking time, delete the reservation in Space Tracker.
  o Click on the initials for the reservation, then click the "Delete Reservation" button.
  o Do the same for the cleaning reservations (denoted by "x")
  o If a patron is running late, they will need to contact Info and staff must pass that along to DS Staff
- Use the radio to notify the Information Desk and Customer Relations staff if you are leaving the Computer Center due to lack of appointments.
  o More than 30 minutes until the next appointment? Resume your 2nd floor assignment.
- Use the radio to notify Security that a customer is leaving the Computer Center to use the bathroom.

List of Stations

These are only visible to staff in Space Tracker. Computer sessions are two hours. Extremely limited number of stations ensures the room never has more than 10 people.

1. Accessible PC
2. Express Print Station – 30-minute session
3. Laptop* with webcam and mic – this person would sit in CTR
4. Simple Scan – 30-minute session
5. Station 5
6. Station 7
7. Station 9
8. Station 17

*This is a laptop from the Info Desk, which is ready for use by customers. It will live in Computer Center until the building reopens.

Accessible PC - Main Libr 🔊🎞						
Express Print Station - Ma 🔊🎞						
Laptop webcam mic - Ma 🔊🎞						
SimpleScan - Main Library 🔊🎞						
Station 17 - Main Library 🔊🎞						
Station 5 - Main Library 🔊🎞						
Station 7 - Main Library 🔊🎞						
Station 9 - Main Library 🔊🎞						

🔊 Not visible to public   ■ reservation ■ pending ■ started ■ hold