

August 5, 2021  
Item 4

**SUBJECT: REVIEW AND DISCUSS LIBRARY REOPENING UPDATES**

**SUMMARY**

The Pleasanton Public Library (Library) offered programs and services to the community throughout the COVID-19 pandemic. The “Library Reboot Team”, a planning team comprised of cross-divisional library staff, was instrumental in planning phases for reopening and providing subject matter expertise on library service needs. Early phases of reopening saw the introduction of virtual programming, increased access to digital resources, contactless sidewalk service, and adjustments to hours and occupancy. The next phases of library reopening will introduce standard operating hours, along with the return of in-person programs and services to the Pleasanton community.

**RECOMMENDATION**

Review and discuss Library reopening updates.

**FINANCIAL STATEMENT**

There is none.

## **BACKGROUND**

The COVID-19 pandemic changed the way the Library delivered programs and services to the community. While the Library was closed to the public, staff provided opportunities for patrons to discover new digital e-resources from home, to connect through virtual programs, and to enjoy a variety of library materials through contactless Sidewalk Service.

As State and County health orders changed, the Library Reboot Team developed and implemented phased reopening plans for the building, materials, services, and programs. Staff worked with the City of Pleasanton Human Resources and Operation Services departments to ensure protection measures were implemented for the safety of the community and staff, as the Library prepared to reopen its doors to the public. The temporary *Code of Conduct COVID-19 Addendum* was created to provide patrons with information on safety measures, and the Library Commission was informed of services and updates at each interval.

With planning in place, the Library reopened to the community on November 12, 2020, with limited occupancy and services under a “Grab & Go” model. Despite a brief re-closure in December due to the regional COVID-19 surge, the Library reopened again on March 16, 2021, gradually increasing services up to full occupancy.

## **DISCUSSION**

Beginning August 9, 2021, the Library will return to full operating hours. For library patrons who are unable to visit in-person at this time, staff will continue to provide access to many services, resources, and materials remotely. Virtual programming and online services, including book and film clubs, expanded eBook collections, streaming services and research tools, online library card sign-up and account access, and remote reference assistance, will continue.

The next stages of library reopening will focus on phased in-person programs and services for the Pleasanton community. Library staff will plan programs and services using principles of diversity, equity and inclusion, collaboration with City divisions, and the goals established in the *Library and Recreation Department Strategic Plan 2019-2024*.

Submitted by:



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