



# BPL COVID-19 Service Re-design Strategy Update

City of Burlington August 31, 2020

---

## Burlington Public Library

BPL's goal is to continue to offer online collections and engaging content as we continue to gradually re-introduce in-person services.

BPL's strategy recognizes that the way we interact with our community and customers during and after the pandemic will be different than how we delivered our services pre-pandemic. The duration and parameters for each phase of our re-designed service are informed by the Province's direction, public health recommendations and guidelines.

Phase 1: Pre-Opening – clearing materials and cleaning facilities - COMPLETE

Phase 2: Holds Pick up – access to 2 locations for holds pick up only - COMPLETE

Phase 3: Limited Services – more locations open for holds pick up & modified computer access - COMPLETE

**Phase 4: Increased Services – some collections browsing; computer use**

Phase 5: Re-designed Services – all locations open

On August 11, we initiated BPL's Phase 4 Service Redesign adding modified computer access at Central Library and Tansley Woods Branch. Also on August 11, Aldershot and New Appleby branches were opened for holds pick up service, computer access and general library use which includes browsing collections as outlined in the Province of Ontario Stage 3 Framework.

On September 1, we will be reopening Alton and Brant Hills with BPL's Phase 4 offerings. On September 22, we will be shifting Tansley Woods to Phase 4. As BPL enters Phase 4 of our redesigned services plan, there will be many restrictions in place and enhanced cleaning protocols. Branches are being reconfigured to support physical distancing requirements and we will have greatly reduced capacity.

Effective September 8, we are resuming 7 day per week service at Central, Brant Hills, Aldershot, New Appleby and Alton branches:

- Monday, Tuesday, Wednesday, Thursday & Friday 10 am to 7pm
- Saturday, 9am to 5pm
- Sunday, 12 pm to 5pm
- closed to the public on statutory holidays.

BPL continues to follow the City's 2020 Expenditure Restraint Program to help ease the financial impacts of COVID-19. As of August 31, 19 of BPL's part-time staff, 45 student pages and 15 auxiliary staff continue on a Declared Emergency Leave. We are recalling staff as required to support the reintroduction of redesigned service. As we reintroduce library services gradually, will do so responsibly, at the earliest date we can.

---