

Appendix E

CM-16-20

Service Re-design Interim Program

Changes and Modifications

Curb Side Pick-Up – Burlington Public Library



Curb Side Pick-Up – Burlington Public Library

Executive Summary

Stage 1 – BPL’s goal is to continue to offer online collections and engaging content as we begin to gradually re-introduce in-person services. While we continue to do our part in limiting the spread of COVID-19, helping to keep our community and staff safe, we are looking to deliver some redesigned services. Our approach is informed by:

- the Province of Ontario’s Re-Opening Framework with a guided and phased approach
- Canadian Urban Libraries Council Toolkit on Recovery & Reimagined Public Library Services Post COVID-19
- City of Burlington’s Service Re-design Strategy and public health direction from the Halton Region
- Sector specific Health and Safety Guidelines

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

- Phase 1: Pre-Opening – clearing materials and cleaning facilities
- Phase 2: Holds Pick up – access to 2 locations for holds pick up only
- Phase 3: Limited Services – more locations open for holds pick up
- Phase 4: Increased Services – some collections browsing; computer use
- Phase 5: Re-designed Services – all locations open

Curb Side Pick-Up – Burlington Public Library

Executive Summary

On June 1, BPL announced holds pick up service at the Central Library and Tansley Woods Branch starting Tuesday, June 16th in alignment with the Province of Ontario's Stage 1 reopening plan. We will be open limited hours for in-branch holds pick-up only:

- Tuesday, Wednesday & Thursday, 11am to 7pm
- Saturday, 9am to 5pm
- Branches will be closed to the public every Friday, Sunday & Monday, and on holidays.

BPL continues to follow the City's 2020 Expenditure Restraint Program to help ease the financial impacts. As of June 1, 131 of BPL's part-time and full-time are on a Declared Emergency Leave. The duration of each phase of BPL's reopening is unknown. As we reintroduce library services gradually, we will do so responsibly, at the earliest date we can.