

SCRIPTS FOR PATRONS IN THE LIBRARY

Greeting Patrons – any day

IF MASKED

“Hi (name if known), I’m (your name).

“I’m glad to see you are wearing a face covering. Please review the new rules and check off the items you can attest to. Then please wash your hands in our bathroom.”

IF NOT MASKED

“Hi (name if known), we do require face coverings be worn in the library. We have one for you right here, or we can step outside and I can help you there.”

IF UNMASKED and refuses to wear one

“We require face coverings to protect our staff so we can continue to serve the public. We can step outside now and talk about what you hoped to find at the library today. We can provide many services curbside.” *(Let other staff member know you are stepping outside, **signal if you feel vigilance is needed.**)*

- If refusing to do so: “We all need to wear a face covering.
- If refusing to do so: “You can choose to wear a face covering, or you can choose to step outside.”
- If refusing to choose: “I must ask you to leave>” (At this point, no more talk about face coverings, focus on being asked to leave.)
- If refusing to do so: “You have been asked to leave, and you are not leaving, so we need to call the police.” And do it.

IF MASKED INAPPROPRIATELY (nose not covered or porous mask)

“We require an opaque face covering that covers covering both the nose and mouth like these. (Gesture to box of masks) You’re free to use one of these.” If unwilling to do so: “We can step outside now and talk about what you hoped to find at the library today. We can provide many services curbside.”

While in the Library – any day

IF BREAKING THE “NEW RULES”

“For everyone’s safety, we are open for browsing, but not for sitting or reading in the library. Can I help you find something?”

IF NOT PRACTICING PHYSICAL DISTANCING (with those other than their family)

The Trustees have stated that each person will have 2 warnings and then be asked to leave. Your script is:

“The library has a policy that people need to remain six feet apart .Please follow that policy while you are in the library.”

“Remember, I mentioned that the library policy is for people to remain 6 feet apart.”

“I am sorry but I am asking you to leave the library. We have strict safety policies and guidelines and it is my job to ensure they are followed.”

IF USING THE BATHROOM

When someone heads to the bathroom, please ask patron (if not a child) to please use sanitizing wipes available in the bathroom to clean handles, knobs, the toilet seat and lid, and any touched surfaces when they are leaving the bathroom.

IF PATRON IS VISIBLY ILL (coughing and/or sneezing repeatedly, runny nose, shortness of breath)

“Hey, that doesn’t sound good. Are you okay?”

“The library has a policy that staff and patrons who are not feeling well should stay home and return to the library another day.”

If a patron states it is allergies, we must take their word but be extra vigilant about disinfecting after they leave.

If patron insists they feel fine...

“We are concerned for the safety of everyone who uses the library, including those who are more vulnerable due to age or health issues. In consideration of others, please leave now and come back when you are no longer....(*coughing, having a runny nose, etc.*)”

Offer them curbside pick up or delivery as an option until their symptoms have cleared enough to come in again.

On Mondays and Thursdays

IF PATRON DOES NOT HAVE APPOINTMENT

“We only allow one person at a time in the library on Mondays and Thursdays. Do you want to make an appointment now?”

(If one is open, let them know and add them to the appointment sheet.)

(If no appointment open now, set one up for another time or ask them to call to set one up.)