

Cook Memorial Library  
July 5, 2020

Update September 2020

**Safety person:** greets all who enter by appointment and any who enter without an appointment.

### **Sample script for Safety Person**

#### **PART ONE: Greeting**

##### **IF MASKED**

“Hi (name if known), I’m (your name). Do you have an appointment?” (Or, “we’ve been expecting you.”)

“I’m glad to see you are wearing a mask. Please use some of our hand sanitizer.”

##### **IF NOT MASKED**

“Hi (name if known), we do require masks be worn. We have a mask for you right here, or we can step outside and I can help you there.”

##### **IF UNMASKED and refuses to wear one**

“We require masks 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 outside.” *(Let checkout person know you are stepping outside, **signal if you feel vigilance is needed.**)*

##### **IF MASKED INAPPROPRIATELY (nose not covered or porous mask)**

“We require an opaque mask 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 outside.”

##### **IF NO APPOINTMENT**

“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, ask them if they want to wait outside until one is available, or set one up for another time, or ask them to call to set one up.)*

#### **PART TWO: Orientation**

“What were you planning to do here during your appointment?”

*(Direct patron to appropriate space, and point out who is working at the checkout desk.)*  
“Please let me know when you are leaving, it will help us keep on track with appointments.”

Also:

Let patron know how long their appointment is, and that you will let them know when it is almost time to leave. If no appointment follows theirs (particularly for computer users), ask patron if they wish to stay longer.

Let them know who else is in the building (not names of other patrons, just where they are: “there’s someone in the front room using a computer,” or “there’s a family looking at books in the children’s room”).

Let them know if they need help accessing certain parts of the library, to let you know.

**FAQ:**

(Note: we have reconsidered this) ~~If person only wants to come in to use the restroom:  
“Sorry, we are open by appointment only right now.”~~

Bathroom: Upstairs bathroom is open to the public ~~who are visiting with an appointment.~~  
Ask patron (if not a child) to please use sanitizing wipes available in the bathroom to clean handles, knobs, and touched surfaces when they leave the bathroom.