**Responses for Library By Appointment**

**Richmond Twp Library**-- We are a very small library in Richmond Township, 892 people. We are offering limited computers by appointment for a 1/2 hour per patrons. We clean them between patrons. The patrons call us on the phone to schedule a time because if they do the scheduling on the computer I may not get it and then they show up and I have to tell them there are not computers available.

After their 1/2 is up they have time for a quick look at the new books or I ask them what they are looking for to speed up the process. If they are only coming in to look for a book I limit it to 10 minute or less. But I still have the patron call for an appointment to come in. And again

I ask if I can help them find something. If they touch a book I ask that they put it on the book cart so I can sanitize the cover.

**Dickinson County Libraries**-- We are curbside and open by appointment. Our appointments do not include browsing – checking out materials is currently only though curbside. Appointments do include using reference materials that cannot leave the building, reading newspapers that cannot leave the building, using computers, using microfilm, making copies, sending faxes, signing up for a new library card, and paying bills/addressing issues with a library card.

1. Patrons call and set up appointments over the phone. Sometimes they email us, too. We have a signup sheet at the desk for available slots for the “desk,” “newspapers,” “computers,” and “other.” Slots are limited to what we can distance – so we have 3 adult computers, 1 microfilm, 1 newspaper slot, 2 desk slots, and 1 other per hour.
2. Our desk appointments are 15 minutes – but we can double them up if needed – we leave 15 minutes between so we can clean surfaces; our newspaper appointments are 45 minutes with 15 minutes between to clean; our computer/microfilm slots are for 30 minutes, start on the hour – and we have 30 minutes to clean (or extend for patrons to finish something as needed!)
3. Currently cleaning between appointments vs times in the day for public stations, but do wipe down staff and general spaces at intervals.
4. No browsing at this time.
5. It is time consuming for staff to monitor the door and such – but, it is working. We had a few challenges with the door itself – we had a regular lock and so the door, when closed and locked from the outside, could not be used as an emergency exit. But, if we left it unlocked, patrons were just waltzing in (even with large signs!) We tried locking the door and covered the emergency exit signs (since we had other visible exits that was OK) but that meant staff had to walk patrons in and out of all appointments…that was a bit of a hassle. Thankfully, we have installed a release bar (just recently) so patrons can let themselves out and the door remains locked behind them.

**Rawson Library**— We have been doing appointments for people to enter the library since September 21, so we have some experience but not a lot!

1. Patrons call to set up an appointment to come into the library (and/or curbside service).
2. We are open at 9 am, but our appointments start at the top of the hour beginning at 10 am. This gives staff to get interloan started, check the email for patron initiated reserves, etc. The appointments are for 45 minutes and we are allowing 5 patrons in during that 45 minute time period. We are a smaller library, so we haven't had that many in at one time, yet. The last appointment time starts at 7 pm (on the days we close at 8 pm) and at 4 pm (when we close at 5:30).
3. When the time is up, the staff clean the computers used by the patron(s) as well as the circ counter, and if the patron(s) use a table, the table/chair.
4. We allow patrons to use the computer or browse during their appointment time. Those who are browsing have been very speedy and haven't used the whole 45 minutes - we were surprised by this, but it seems to be the way it's working for now.
5. The only problem we notice is that we haven't had many patron's come in! We'd love to fill our time slots, but it hasn't happened yet. Those who come in are really thrilled to do so. Several have stood near the circ desk, taken a deep breath and said, "I'm so glad to be back in the library!" That fills us with joy!

**Deckerville Library**—

1. To make an appointment, patrons could: Call, email, send a Facebook message, or put a note in our dropbox (in case they do not have phone or internet).
2. We had no limit on appointment times or a designated amount of time in between appointments.
3. We clean all surfaces/items touched by patrons after they leave.
4. Patrons could make appointments to use any library services.
5. Our regular hours are Tue, Wed, Fri 10am-7pm, Sat 10am-1pm. I was offering appointments anytime Mon-Sat, 10am-7pm to try to make it as convenient as possible for people. I quickly found out that this just didn't work for them. We have staffed the library our usual open hours and just allow in one household at a time. When a patron enters, I lock the door behind them and there is a sign on the outside explaining that we are "at capacity" and asking them to knock and have a seat outside. After they knock, we go ask what they need, as sometimes it is a book on reserve, copies, or faxing and we can do that while they wait outside. This works well for us, as it is only a handful of times a week anyone even tries to come while someone else is already there.

**Farmington Community Library**—Our library is open for 30 minute browsing, no appointment needed. So far it has not been a problem and we have never had a bunch of people in the building at one time. All chairs have been removed, no newspapers are available, bathrooms are locked and only opened upon urgent request, no toys are out in the children's department, and at this time we do not offer computers, copying, scanning, or faxing. We are hoping to begin offering those soon by appointment. Our plan is to have patrons call us for a 30-minute computer appointment (scanning, faxing, and copying are walk-in), and to only schedule 3 people at a time (out of 21 computers at one building and about twice that many at our main building). No computers in children's to begin with. We will clean the computer stations after each patron, but we can also rotate the next person to a new, unused that day, station, too. Printing less than 20 pages ($2.00) is free and more than that and they have to pay with a credit card using our brand new credit card readers at the print station. Copying and faxing are exact change only.

**Peter White Public Library**— Appointments worked well for us. We added walk-in times just over a week ago to take some of the work burden off of staff. Until then we'd only been running curbside and appointment based use.

1. Call in. We looked at different app based options, and it wasn't worth the training (patron or staff). We just put it in a shared google doc.
2. We did two blocks of hour long appointments per day with an hour between for cleaning.
3. Between appointments, and then regular cleaning in staff areas for staff working curbside etc.
4. We only did computer appointments and circ (cards etc) appointments. If you can swing it, I would figure out how many computer appointments you can manage, and then offer general use appointments for general use: browsing, circ, copies, notary (whatever kind of circ services are most used by your community) as another appointment type. We had MANY patrons come in to get a card, who were very disappointed they couldn't then browse.
5. The biggest negative feedback was the patrons wish to browse. Given the low likelihood of transmission by material, if we have to go back to appointments, we will go for general use appointments in addition to computers. We do a lot of proctoring and passports, so those will stay separate too.

The curbside services (we were trying to provide in addition to material pickup) really got to be too much for staff. Making prints etc for folks was difficult via curbside. I'm really hopeful we can keep our walk-in block of time going even if numbers climb. But, time will tell!!

**Bad Axe Area Library**—

1. WE JUST HAVE PATRONS CALL TO MAKE AN APPOINTMENT TO USE THE COMPUTERS. WE’RE A SMALL TOWN.
2. WE HAVE A ONE-HOUR LIMIT ON THE COMPUTER, BUT PATRONS WHO HAVE COME IN SO FAR JUST NEED TO PRINT SOMETHING AND GO.
3. CLEANING RIGHT AFTER THE PATRON LEAVES.
4. APPOINTMENTS FOR COMPUTERS ONLY SINCE 9/8 BUT WE MAY BE DOING A LIMITED OPENING NEXT WEEK WHERE PATRONS WILL BE ALLOWED TO BROWSE.
5. COMPUTER USE HAS BEEN GOOD SO FAR.

**Mason County District Libraries**— While we are not open for browsing, we have opened a small part of our library for patrons to come in and use the computers, talk to a circ. clerk, or sit at a table and work. While we are not doing exactly what you are asking about, I will let you know what we are doing and hope that it may be some help. We have only one entrance open. We are limited to four patrons inside at one time. We try to limit the patrons time inside to 30 minutes, but we are using the foyer of the other entrance as a study room, where people can stay longer. We wipe down computers and tables after every use with a sanitizing wipe. We have put up plexiglass barriers at the circulation desk to separate us from our patrons. We have placed hand sanitizers around the patron area. Also, we limit the hours that a patron can come inside: while we are open for curbside service from 9-3 and from 9-6 on Wednesdays, we only open the inside to patrons from 11-3 M-F. Most importantly, in my opinion: our board has altered our behavior policy to make it a requirement that everybody inside the building must wear a mask and we provide free masks to people without them. Therefore, we are not dependent on an executive order to require masks and we can call the police if someone refuses to follow our behavior policy.

**Sherman Township**— When we were considering the transition from curbside to in-building service my Board discussed appointments for use. For reference, we're a class II rural library serving about 5400. I'm not sure how the flow normally sits in your library, but I knew that wasn't going to work well for us because so many of our patrons use us when they can pop in as they're going about other errands. We ended up leaving our entrance door locked, but installed a doorbell (just a cheap wireless one). Patrons ring the bell for service and we meet them at the door.

When we greet them we ask if they want curbside service or if there's something they need inside the building. We let them know we currently require masks if they choose to enter the building and are happy to serve them curbside if they choose not to or are unable to wear one (this does not violate ADA because offered accommodations can not create a risk to public health, and with the pandemic allowing entrance without one could). We offer sanitizer or gloves upon entrance to keep our collection as clean as possible, though there is an inherent risk in using the library's physical collection, no matter how careful we are.

Patrons are allowed to browse our donation sale and physical collection, use fax/copy services from our service desk, or use one of our computer stations. We got silicone keyboard covers for our computer stations so they are easier to wipe clean after patron use. We have a 30 minute time limit on stations. With the doorbell system we are able to keep pretty strict control of how many people are in the building at a time and to make sure they understand the rules upon entry. Book returns go directly into a tote that we then quarantine for a week before checking in.

Our patrons have been so happy to be allowed back in to the library to browse the collection and have also been happy to see all of the precautions we're taking to keep everyone as safe as possible. The only purchases we had in place before allowing our limited browsing were basic PPE for staff, additional sanitizer, gloves, and masks to offer patrons, and a sneeze guard for at the service/circ/reference counter. We got ours from Displays2Go because they offered the best pricing (bonus that their service was fast). If you've got any questions or just want someone to bounce ideas off of, feel free to reach out.

**Hillsdale Community Library**—

We have been doing curb side and by appointment until this week. It worked very well for us. We put a door bell at the front door and folks could ring the bell also. If we were not full we could allow folks to come in.

1. We only scheduled appointments by phone, no app.
2. Our appointments were for ½ hour but could be lengthened depending on demand. We set computers to shut off after ½ hour but time could be extended.
3. We required masks and took temp at the door.
4. We didn’t have spaces between appointments, but cleaned as we could.
5. I actually liked it as it gave us much more control. But it is still slow here.

**Garden City Public Library**—

1. Patrons must call or come to the library to make an appointment.
2. Appointments are 30 minutes, with 30 minutes between appointment sessions
3. We sanitize around the computers, keyboards, mice, and frequently touched surfaces between appointments
4. Right now, just computers. Hoping to expand soon.
5. We have only one entrance, so when computers want to leave, and staff are assisting patrons who've come to pick up holds, there is sometimes congestion. We solved this by disarming one emergency exit alarm. We can now let computer users leave through that door if necessary.

**Romulus Public Library**—

1. We are using a product called Calendly for appointments. I believe there is a free trial, but after that it is $8/month. They can also call us to make an appt or drop us an email and we'll set it up for them.
2. We are doing 60 min appointments with 15 mins in between for cleaning
3. Cleaning in between. Someone suggested that it is good for patrons to see staff cleaning if possible.
4. No browsing the stacks for us yet, only computers by appt and other services for walk ins such as new library card registration, library card renewals, hold pickups inside the building. Hope to allow browsing soon. (We're doing baby steps.)
5. We are starting computer appts on Thurs, but we will also allow walk-ins. If a computer is available and not booked, they can use it. If not, they will need to make an appt for a later time.

**Eau Claire District Library**—We are a Class III library in rural Berrien County (near the border of IN). We have been doing curbside along with appointments for a couple of months. We have people call to make appointments. We started with just one staff member handling appointments, so that everyone received the same information. We have relaxed that a bit now, since all of the staff is familiar with the rules.

We made a list of the rules to give to people when they enter. On the phone, when they make the appointment we tell them that they are required to wear a mask the entire time they are in the library; they are asked to use the hand sanitizer that we have stationed just inside the door; and they have 30 minutes. We also ask how many people are planning to come with them and if they want to use a computer or browse for books or movies. We ask that because we don't always turn our computers on until we know that someone is coming in to use one.

We are limiting the number of people in the Library to 5. We could increase that number, but we thought that 5 at one time was a good starting number.

We have limited the number of computer available at this time. We removed the mice, keyboards and chairs so that the computers that are available are six feet apart.

We make the appointments on the hour. The patron leaves at the half hour and that gives us time to sanitize. We sanitize the keyboard, mouse, table and chair. If they come to the circulation desk, we sanitize that. We sanitize the door handles. If they use the restroom, we sanitize that.

We schedule appointments for one hour after we open, to give us time to get settled and work on things before having people in the library. Our last appointment is one hour before we close.

We try to space the appointments out across the time that we are open. So if we have someone scheduled for 1 PM, when the next person calls, we offer them the hours following that. We haven't been overwhelmed with people and that gives them time in the library without having to social distance except with the staff. We have had families come in with 4-5 people at one time. They are a family, so they don't need to social distance with each other, just our staff.

We have not had anyone complain about wearing a mask or using the hand sanitizer. So far, no one has complained about the time limit. We are thinking about moving to 45 minutes, which would still give us 15 minutes to sanitize everything before the next appointment.

We keep our front door locked and tell people to come to the door and we will let them in at their scheduled time. Sometimes they just stand there; sometimes they call to tell us they have arrived. The staff keeps an eye on the door when we have an appointment scheduled.

**Gary Byker Memorial Library of Hudsonville**—We used an online calendar called Evanced where people can register online. Those who don’t have computers just call in and we have an appointment sheet for each day. Our appointments were for 30 minutes for browsing, 1 hr for computers. The 1 hr for computers could be extended if no one was waiting. No pause or cleaning in between patrons – we just put hand sanitizer everywhere and have computer skins on the keyboards. We also make people hand sanitize when they come in. We have signs by all the computers saying “this area is commonly touched.”

We were surprised at how few people we got – and also that computer people can’t get their business done in only 30 minutes - they need more time. And students need more time even than that. Challenges – people want computer help and we don’t want to get that close. Lots of people want to print from their devices (phones, etc.) once they get in as well. People don’t always show up for their appointments.

**Seville Township Library**—

1. Patrons were able to call in to set up an appointment. We had a timesheet we would fill out so we knew who was coming in and when.

2. Our appointments lasted 30 minutes, but most people were in and out pretty fast, so we never had to have a buffer period between appointments. We also have a fairly small user base, so we didn't have too many appointments every day.

3. We didn't do any cleaning between appointments unless someone used the computer, but we have cleaning times set up each day. Our patrons also gravitate towards one or two specific areas (mostly our new books shelf) so we focus most of our midday cleaning there and at the circulation desk.

4. We allowed appointments for both! We were happy to let patrons do both, as our numbers dropped once we were able to reopen, and we wanted people to use as many resources as possible! If you offer separate appointments for computer use and browsing, maybe have computer use extended a little? With everything as crazy as it is, it might be more difficult for some patrons to access email, internet, etc.

5. I don't believe we faced too many challenges here, other than a big dip in people coming in. Overall we had a pretty good experience with appointments! I'm relatively new to the director position, so I came in during the middle of our appointment set up, but from what I saw, none of the patrons made too much of a fuss about it? Our regulars were just happy to come into the library again, even if for a short time.

**Escanaba Public Library**—Our library is now open limited hours for walk-in use, but we did offer computer use by appointment only between June and September. We had five computers available (1/2 what we would usually offer to ensure distancing) and we decided on one hour appointments on a specific schedule. Our appointments were offered between 9 and 5:30, with a half hour in between each for cleaning. We did not use an app for scheduling, but had people just call in. That worked fine. We did not allow browsing, but would allow appointments for copying/faxing, technical assistance, wi-fi network, or other needs – just not for picking out books. We decided to abandon appointments when we decided we wanted to offer a browsing option, as adding in another layer of appointments would get complicated. Appointments for computer use worked well for us. We may go back to that if we dial back and take away our walk-in hours.

**Bessemer Public Library**—

1. We ask people to call ahead for an appointment. Our doors are locked and people have to call from our lobby to get buzzed inside. Its not that busy, and people often just call right from the lobby to see if they can get in (and they usually can).
2. We give people the choice of 15 minute or 30 minute times.
3. We don't have time scheduled in between. When we first opened, we were nutty about cleaning anything people touched right after they left. As time went on, we have calmed down. I usually do a quick wipe of our front counter in between customers, but only really clean once or twice a day.
4. We let people do whatever it is they need. Its usually one or the other, but we are pretty strict about the time limits, even if no one is scheduled right after them.
5. Our big trick is that we only let one person (or couple or family) in the library at once. I make exceptions sometimes when someone is at the computer and another person wants to come in to get books. Since they can be separate, I feel its okay. Depending on how things go later on this year, I may have to be more strict.

**Fraser Public Library**—

1. They call in the previous day (or earlier). We don't do same day appointments yet, as we have to coordinate numbers of people in the building.
2. Appointments are for up to 45 minutes. Really they get a window of time. If they take one of the 10:30 am slots, they have to leave at 11:15, no matter what time they arrive. We leave 15 minutes between appointments for cleaning.
3. Yes, throughout the day, but all patron areas are cleaned between appointments. If no one comes for a particular appointment time, we don't clean untouched areas.
4. We started with only computers, but now offer both.
5. That has been pretty much the only problem. Yes, its a lot less people than previously, but at least they get to come in some :).

**Saginaw Chippewa Tribal Libraries**—Our plan is to install some lockers outside the Tribal Library and use keypad locks so that patrons who have items to pick up can get them whenever they want regardless of whether we have someone on staff at that moment. As you know we have three locations and only three staff members (if we are all well and working) so the logistics of setting appointments for pick up seemed quite a challenge and this seemed a better option. Our space is so small that we’re not even considering in-person use of the library yet.