

Reopening Survey 2.0:

Georgia Public Libraries

November 2020



GEORGIA PUBLIC
LIBRARY
SERVICE

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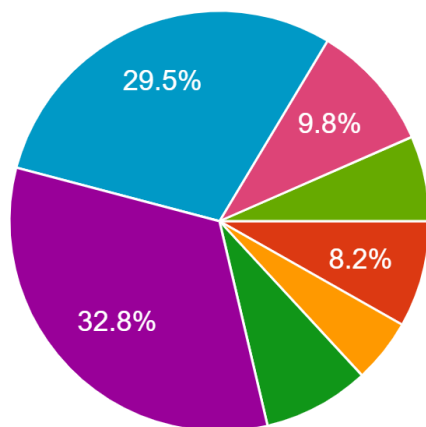
Reopening Phases of Library Systems

November 2020

- Over 85% of library systems are in a phase in which library buildings are open to the public with limited or complete access to materials in the stacks.

Which phase of Reopening after COVID-19 most closely matches your library at this time?

61 responses



- PHASE 1:** Library staff only are allowed in the building, only virtual/phone service to customers is occurring, staff are not interacting with customers in person (No libraries)
- PHASE 2:** Library staff only are allowed in the building, curbside/porch/lobby service is occurring with materials pick up and/or drop off (5 libraries 8.2%)
- PHASE 3:** Library buildings open to public for limited services, such as using some computers or picking up holds, with limitations on number of patrons in building and/or amount of time they may stay in building, no access to stacks (3 libraries 4.9%)
- PHASE 4:** Library buildings open to public who have limited access to the stacks due to time limits or other restrictions (5 libraries 8.2%)
- PHASE 5:** Library buildings open to public who may freely access the stacks without restrictions, and use most services; with limitations on number of patrons in building and/or amount of time they may stay in building (20 libraries 32.8%)
- PHASE 6:** Library buildings open to public with most services available including freely accessing the stacks without restrictions (meeting rooms may still be closed and/or programming may not be in person) without limitations on number of patrons in building and/or amount of time they may stay in building, library hours are reduced from prior to pandemic (18 libraries 29.5%)
- PHASE 7:** Library buildings open to public with most services available (meeting rooms may still be closed and programming may not be in person) without restrictions, library hours are same as prior to pandemic (6 libraries 9.8%)
- PHASE 8:** Library buildings open to public who may use all services available prior to pandemic and hours are same as or higher than prior to pandemic (4 libraries 6.6%)

Public Service Hours

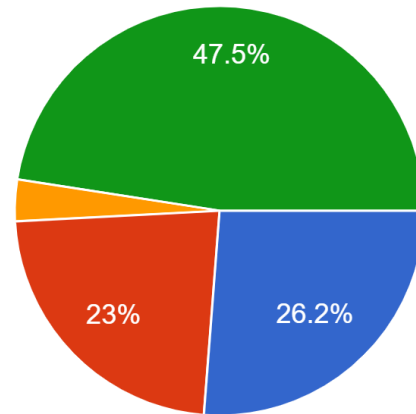
Resuming Pre-Covid Hours

November 2020

- Library systems are split almost half and half, with 29 systems having returned to pre-COVID public service hours at some or all locations and 31 systems with reduced hours

Has your library system returned to pre-COVID public service hours?

61 responses



- Yes, at every location
- Yes, at some locations
- No, not at any location yet, but we have a date scheduled to do so.
- No, not at any location and, at this time, we have no date scheduled to do so.

Public Service Hours

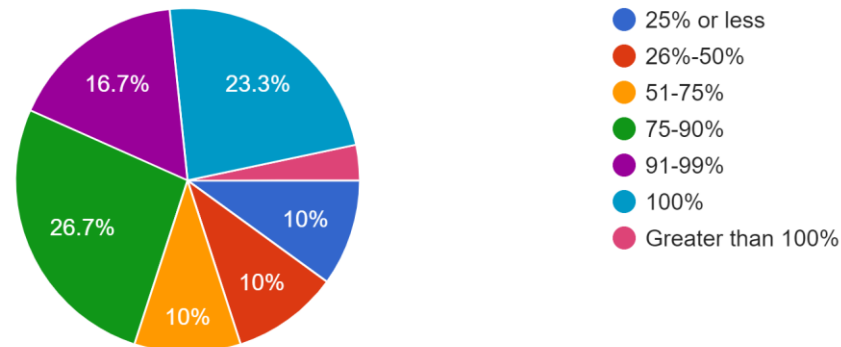
% of Pre-COVID Hours

November 2020

- **Library systems are returning to pre-COVID public service hours with 70% open at least 75% of prior hours.**
- **26 systems are open 90% or more of their pre-COVID public service hours, with two systems, Cherokee Regional and Chestatee Regional, having increased these hours above 100%**

What percentage of pre-COVID public service hours are your buildings open at this time (not including curbside service hours)?

60 responses



Library Services

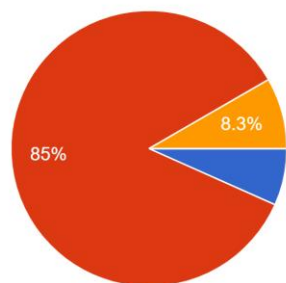
Continuing Pandemic Services

November 2020

- While many library buildings have reopened to the public to some extent, 93% of library systems are offering curbside service to meet continuing patron needs.
- Of the 57 library systems responding below, 97% are offering WiFi service in their parking lots and 90% are offering virtual programming at this time.

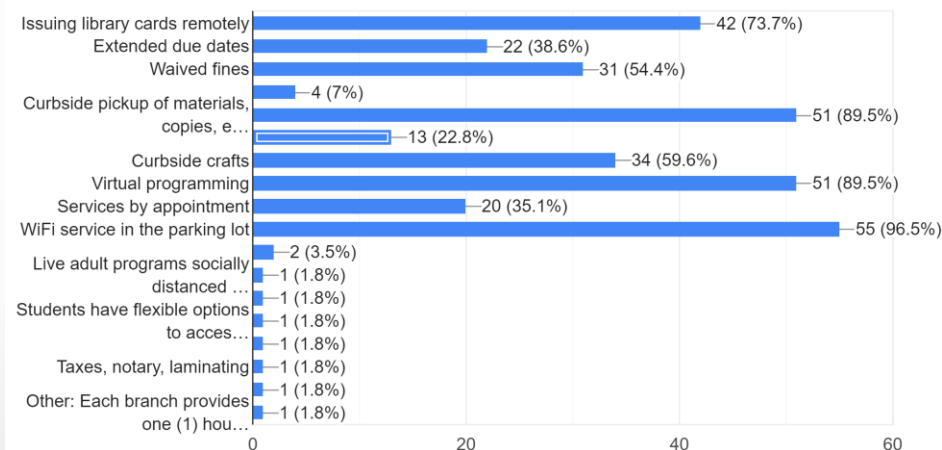
Status of curbside/porch/lobby service.

60 responses



- Library building open to public, no curbside service offered
- Library building open to public AND curbside service offered
- Curbside service only being offered

Shelter-in-Place Services library is continuing to provide even though library system has reopened buildings to public (Check all that apply; may add ...st box to indicate that buildings are not reopened.
57 responses



Library Services

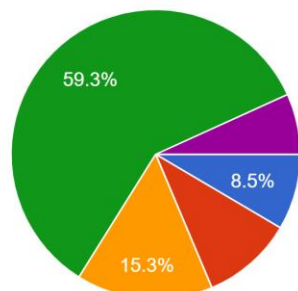
Programming

November 2020

- The majority of library systems are continuing virtual programming to meet patron needs while 33% of libraries are conducting some in-person programming, often outside on library grounds.
- The 14 library systems who reported conducting offsite programming mention conducting these programs in city and county parks and gardens as well as at schools.

Are you conducting any programming at the library?

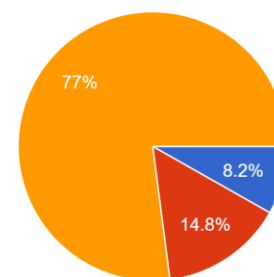
59 responses



- Yes, inside the library (or inside and outside)
- Yes, outside the library only
- Yes, both in-person and virtual
- No, virtual programs only (live or recorded)
- No programs at this time

Are you conducting any offsite programming (somewhere other than the library facility or grounds)?

61 responses



- Yes, at schools
- Yes, somewhere other than schools
- No

Public Library Voting Locations

November 2020

- **Sixty library outlets at 21 library systems were voting locations on Election Day, Tuesday November 3, 2020.**
- **Sixty library outlets at 19 library systems hosted early voting or were locations for ballot boxes or both.**
- **The number sixty above is a coincidence and does not always represent the same locations. In total, 26 different library systems hosted voting during the fall 2020 election season, or 43% of Georgia's library systems.**
- **Two-thirds of Fulton County Library System's 34 branches acted as voting sites, the most of any library system in Georgia.**

Health and Safety Practices

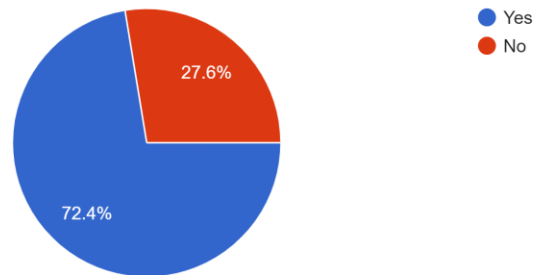
Masks

November 2020

- **Over 70% of library systems that responded (42 out of 58) require patrons to wear masks.**
- **93% of the library systems that responded ask all library staff to wear masks while an additional 3% ask public service staff to wear them.**

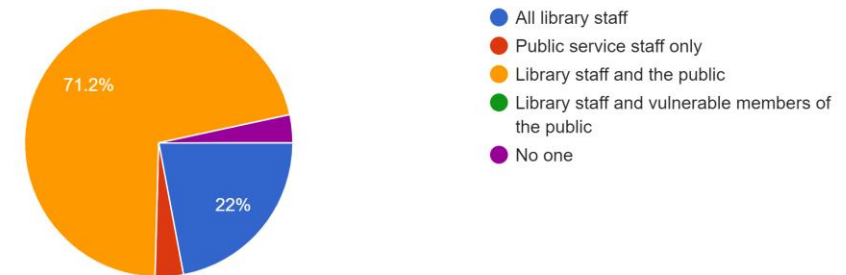
Are patrons required to wear masks if they are using the library?

58 responses



Masks/Face coverings: Who are asked to wear?

59 responses



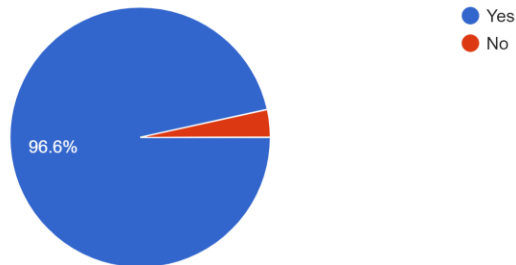
Health and Safety Practices

Social Distancing

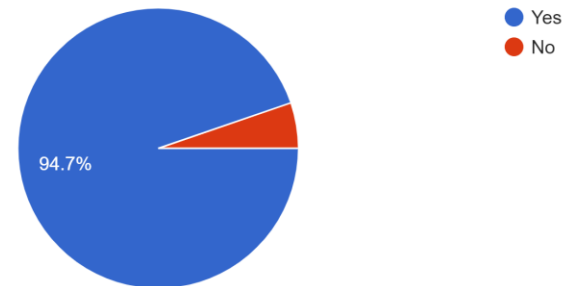
November 2020

- **Library systems are assisting their patrons with social distancing practices by moving chairs and tables further apart and also removing some group seating.**
- **They have also moved computers further apart or allowed use of only every other computer.**

Have you removed chairs and tables or moved them further apart than usual for social distancing ?
58 responses



Have you moved computers further apart than usual for social distancing ?
57 responses



Health and Safety Practices

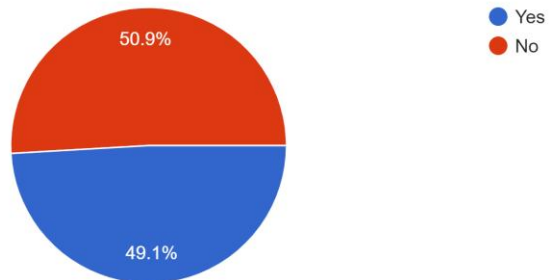
Time Limits

November 2020

- Library systems are split 50/50 when it comes to time limits for patron visits.
- For those systems with time limits, 24 libraries have a limit of one hour or less.

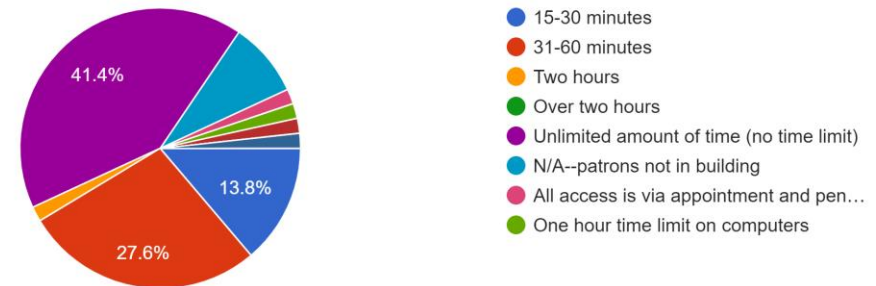
Do you have a time limit on patron visits in the building?

55 responses



What is the time limit for patrons in the building?

58 responses



Health and Safety Practices

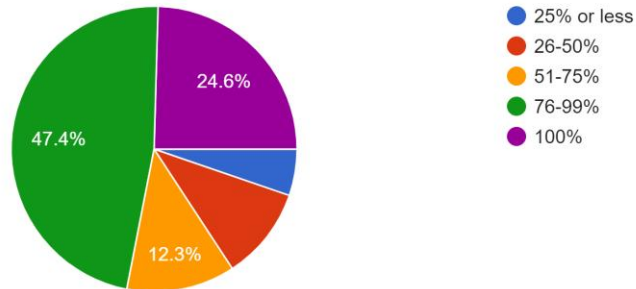
Occupancy

November 2020

- **80% of library systems have at least half of their usual public space open to patrons with about 25% of the library systems having all of their usual public space open.**
- **Patron occupancy load ranges greatly, depending upon size of buildings and amount of public space open.**

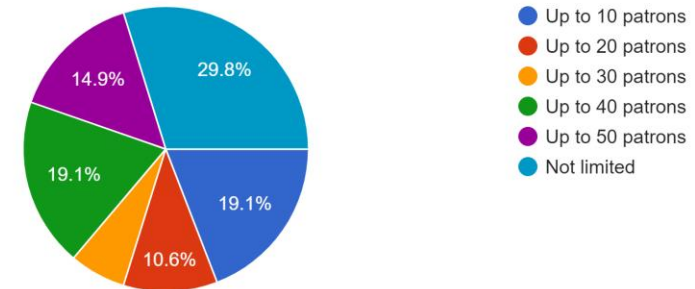
What percentage of the usual public space in your buildings is open to the public at this time?

57 responses



What is the patron occupancy load in your buildings?

47 responses



Health and Safety Practices

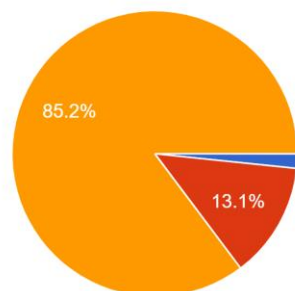
Meeting and Study Rooms

November 2020

- Meeting rooms and study rooms are for the most part closed in Georgia public library systems, with 85% reporting closed meeting rooms and over 75% reporting closed study rooms.
- At systems where these rooms are open for use, limits on group size are most often in place.

Are your meeting rooms open to patrons?

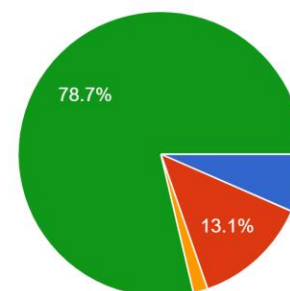
61 responses



- Yes to the usual number of patrons allowed in room
- Yes with fewer number of patrons allowed to use the room than usual
- No

Are your study rooms open to the public?

61 responses



- Yes with no restrictions or limits
- Yes but with limits on numbers in room
- Yes but only to "pods" such as families or school groups
- No

Health and Safety Practices

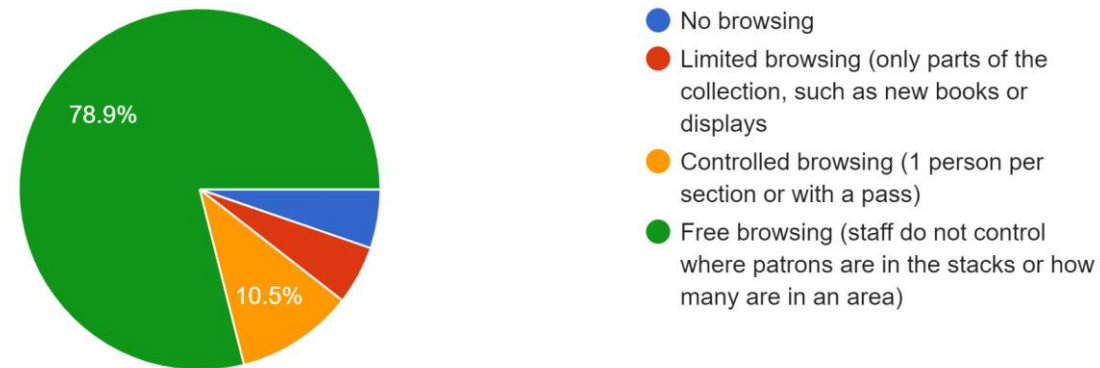
Browsing

November 2020

- **Over 75% of library systems that allow patrons in the building also allow those patrons to browse freely in the stacks (45 libraries).**
- **Six libraries allow controlled browsing in the stacks, three allow limited browsing in parts of the collection, and 3 allow no browsing at all.**

Status of patron browsing.

57 responses



Health and Safety Practices

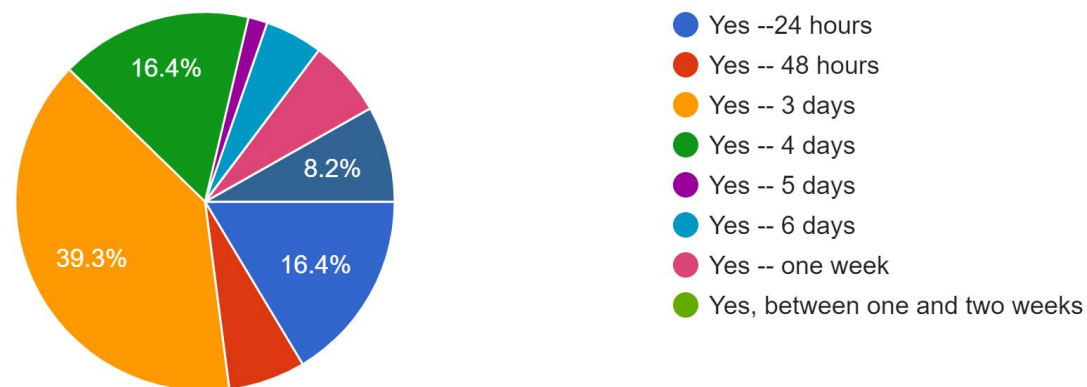
Quarantining Returned Materials

November 2020

- 56 out of 61 library systems (over 91%) are quarantining books and other items when returned.
- The quarantine time varies from 24 hours to one week, with 3 days being chosen most often (24 systems), followed by 24 hours and 4 days (10 libraries choosing each time length).

Are you quarantining books?

61 responses

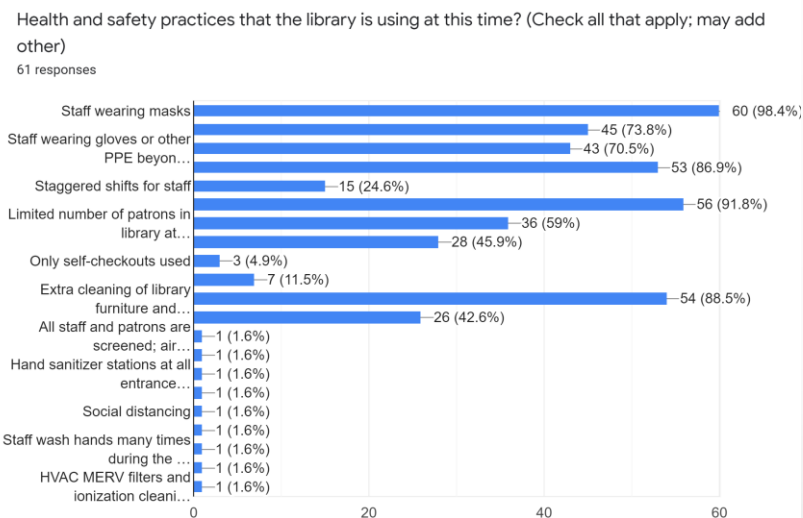


Health and Safety Practices

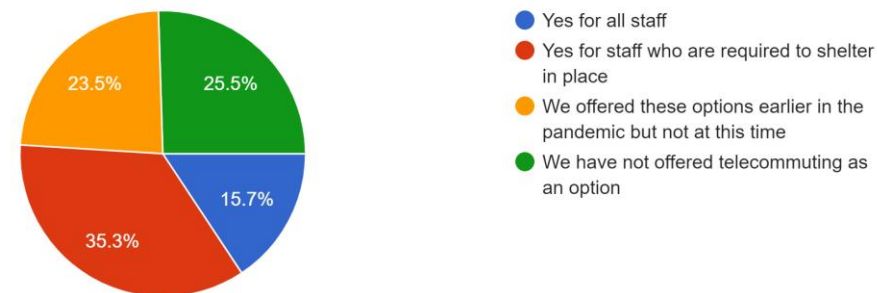
Staff

November 2020

- All library systems have implemented health and safety practices for staff with mask wearing, installation of sneeze guards, and extra cleaning among the most common.
- At some point during the last few months, the option to telecommute has been available at a majority of library systems (at least 38 systems).



Are you offering telecommuting options for staff?
51 responses



Pandemic Impact on Staffing

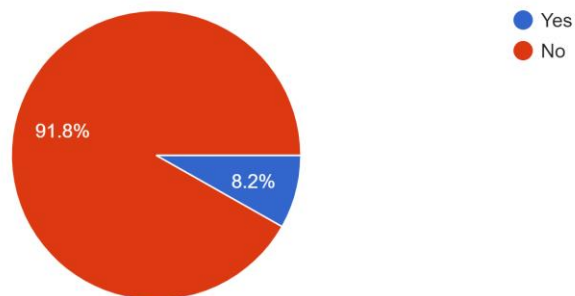
Furloughs and Layoffs

November 2020

- Over 90% of library systems did not furlough or lay off staff during the pandemic.
- Five systems furloughed 15 staff members; furloughs lasted from two weeks to several months, including ongoing.
- Six systems laid off 8 staff members.

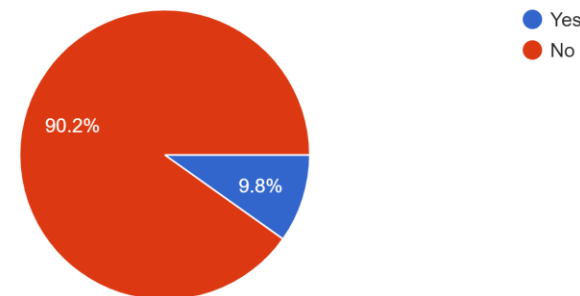
Has the library furloughed any staff during the pandemic?

61 responses



Has the library laid off any staff during the pandemic?

61 responses



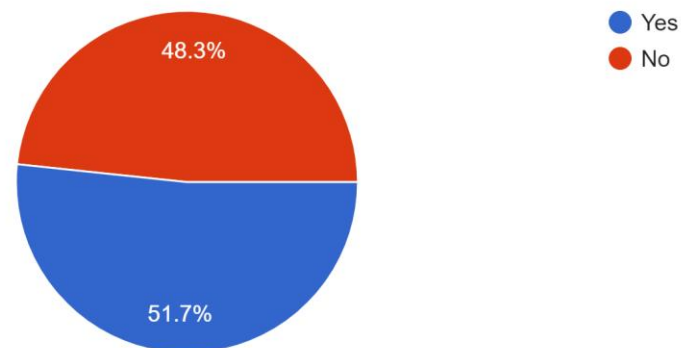
Pandemic Impact on Staffing

Retirements and Resignations

November 2020

- More than half of the library systems have had a staff member retire or resign rather than return to in-person work after the statewide declaration of public health emergency and shelter in place.
- At least 92 public library staff members in Georgia retired or resigned from their positions.
- An unknown number left libraries affiliated with some regional systems.

Have any staff chosen to resign/retire rather than return to in-person work?
60 responses



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