

Stage	Criteria- Government Announcement	Services
Phase 0 Current	Stay at Home Order in Effect (End May 28 for NOVA, Executive Order 62)	<ul style="list-style-type: none"> • Reference and referral via telephone and email • Expanded eBook and eAudiobook Collections • Expanded access to existing and new databases remotely • Extended loan periods • Remote Technical Assistance • Virtual programming • Community Resources links on webpage • Book drops remain open
Phase 1	End date given for Stay at Home Order (Safer at Home) Executive Order 55 announced thru June 10 Staff only in the buildings	<ul style="list-style-type: none"> • All of the above • Staff returns to buildings to prepare holds and physical distancing, tentatively on <u>June 1</u>. • Curbside holds pick-up for backlog of holds begins, tentatively on <u>June 15</u>. • Online only payment of fines and fees for existing bills. • Amnesty Period is announced.
Phase 2	Physical Distancing, Groups <10 Still Staff only in the buildings	<ul style="list-style-type: none"> • All of the above. • Begin accepting New Holds reservations. • Staff assisted material selection (SAMS) by telephone and email begins. • Start Curbside service for new holds. • Amnesty period begins.
Phase 3	Physical Distancing, Groups <50 Limited Public to 25% Library Capacity	<ul style="list-style-type: none"> • All of the above. • Library reopens to the public on a reduced, staggered schedule. • Customers return at 25% building capacity, metered access and physical distancing. Staff included in the 25% capacity. Customers encouraged to wear masks. • Curbside and Staff assisted material selection (SAMS) hours reduced. • Restore homebound delivery. • Borrowing Interlibrary Loans resumes. • Computer usage, proctoring, notary by appointment and held walk-ups slots. • Tax forms available for pickup. • Extended due dates end two weeks after reopen to the public. • Amnesty ends during this phase.

Stage	Criteria- Government Announcement	Services
Phase 4	Groups <100 Limited Public to 50% Library Capacity	<ul style="list-style-type: none"> • All of the above. • Customers and staff increase to 50% building capacity with metered access and physical distancing. • Curbside and SAMS hours further reduced and reserved for continued vulnerable populations. • Passports services resume by appointment only, with State Department authorization. • Resume accepting book donations. • Volunteers may return on limited basis.
Phase 5	Return to “New Normal”, groups >250	<ul style="list-style-type: none"> • Library may return to full capacity. • In-branch programming resumes. • Meeting rooms reopen. • Cash handling resumes. • Outreach visits resume. • Curbside and SAMS hours may end. • Full complement of volunteers returns. • Book sales resume.