



115 South Avenue | Rochester | New York | 14604

## Library Operations Summary 2020-2021

### 2020

Sunday March 15 – Library Administration convened with County Executive, Mayor and other community leaders at Scottsville Road to discuss closing down. It was decided at that time to keep libraries open to allow public access to computers and internet to apply for pending pandemic benefits.

Monday March 16 – City Senior Management Team confirmed pending closure of all City public service facilities. Library ordered 500 MiFi units for public loaning. Monroe County Library System delivery services shut down.

Tuesday March 17 through Friday, March 20 – All libraries closed to public, essential staff report to prepare for sustained closure, process and distribute MiFis, distribute laptop computers to staff for work from home.

Monday March 23 through Monday May 4 – Professional development staff assignments through City DHRM, Library and NYSED. Facilities, Shipping, LAS (IT) and Finance limited staff reporting to Central Library to manage construction projects, Accounts Payable, etc. Library administration works to assess building HVAC capabilities and PPE requirements. Public service activities that began during this period include:

- Zoom programs begin April; events promoted through Constant Contact newsletters and social media, as well as posted to RPL online [events calendar](#)
- Webchat services via [www.libraryweb.org](http://www.libraryweb.org) established April and supported from RPL staffs
- Operating funding for materials shifted to e-content, particularly [Overdrive](#)

Tuesday May 5 – Mayor announces furlough and layoff scenarios for the City, based on recommendations developed by City Departments, Budget Office and Human Resources. The Library furloughed 56 Central and 103 Branch staffs, with 38 staff on a reduced or shared work schedule. This represented 67% of the workforce. No Library staff were subject to layoff as part of the 2020-21 budget. Furlough scheduled through July 31.

Monday, May 18 – Curbside delivery service at the Central Library begins, open 10am-3pm, appointments made by phone and email.

Monday June 22 – 16 staff removed from furlough to support building re-opening for curbside services, and staff return to buildings, primarily in Facilities Maintenance and Circulation. CASH begins appointment-only tax services on first floor of Central Library.

Monday, August 3 – A majority of Library staff (143 maintained furlough through July 31, 2020) return to work on reduced schedules for library services as follows:

- Central Library opened August 10 for in-person service, Monday-Friday 10am-4pm. All services in place with limited availability (i.e. reduced computers to maintain social distancing)
- Arnett, Winton, Lincoln, and Maplewood branches opened August 10 for in-person service, Monday-Thursday 10am-4pm. All services in place with limited availability.
- Charlotte, Douglass, and Monroe offered curbside pickup only beginning August 10 Monday-Thursday 10am-4pm. Materials reservation scheduled by phone and email.
- Lyell, Sully, and Wheatley offered curbside pickup and in-person service by appointment only August 10, Monday-Thursday 10am-4pm. Appointments scheduled by phone and email.

Monday August 10 through Monday November 23 – Libraries maintain open hours, curbside and virtual services as begun in April (virtual), May (curbside) and August (open building hours).

Monday November 2 – ROC City Learning Pods, funded from The Community Foundation, begin K-8 school tutoring support services at the Charlotte, Lincoln, Lyell and Phillis Wheatley branch locations.

Tuesday November 24 – Based on second COVID infection wave and positivity rate, City recommends Library facility closures. Virtual and curbside services continue at the Central Library and all Rochester Public Library branches.

## **2021**

Tuesday November 24 through May 31 – Staffing in building reduced to 25% Tuesday November 24, then 50% on Monday February 8 per NYS and City guidelines.

Monday February 7 – Library locations re-open for in-person services as follows:

- Central Library
- Branches
- Curbside-only services continue at Frederick Douglass, Monroe, and Winton branches.

Friday April 23 – Lauren Moore, Assistant Commissioner for Libraries and State Librarian, establishes Public Library Minimum Hours beginning June 1, 2021. NYSED and the State Library expects that all 756 public libraries will be open to the public for their [required minimum hours](#). To help achieve this goal, “open hours” can include both curbside hours and onsite services.

Tuesday June 1st – As part of City re-opening, all Library locations open for full building operation hours consistent with 2019 schedules and available on [www.roccitylibrary.org](http://www.roccitylibrary.org).