

KCLS SERVICE & INNOVATION DURING THE PANDEMIC

Phase 1.5

Some staff return to buildings

for Phase 2 and 3.

protocols in place.

safety guidelines.

returns allowed.

the public.

Phase (and sub-phase)

progressions depends on

current public health and

X All libraries remain closed to

X All book returns closed; no

to resume activities to prepare

Physical distancing and health

Phase 3

KCLS invites the public back to some or all buildings with modified operations.

Limited hours, services and access to technology will be determined and may vary by location.

Physical distancing and health protocols remain in place.

Curbside To Go and Library2Go! mobile outreach delivery continues to rollout.

Phase (and sub-phase) progressions depends on current public health and safety auidelines.

- X No large public gatherings inside libraries or in-library events.
- X Meeting and study rooms closed.

Phase 4

KCLS returns to standard business practices while continuing to offer services in new ways learned during the pandemic.

Libraries open.

Meeting and study rooms open, pending Administration approval.

Large public gathering allowed incide libraries.

CURRENT STAGE Phase 2

Staff in buildings with physical distancing and health protocols in place.

Ability to place and pick up holds and materials with Curbside To Go services at select locations, in a multiphase rollout. Modifications likely.

Select book drops open to return materials.

Limited mobile outreach delivery with Library2Go!

Phase (and sub-phase) progressions depends on current public health and safety guidelines.

X All libraries remain closed to the public.



Phase 1

- Continue to provide online services and programs.

 Digital collections.

 Online programming.

 Ask KCLS by phone, email, chat.
- X All libraries remain closed to the public.
- X All book returns closed; no returns allowed.

AT A GLANCE

26,000 Ask KCLS transactions through August



84% increase in digital downloads over 2019



436% increase in new electronic library eCards



536,000 Student eCards

All school districts and Bellevue College

Over 1,200 online programs

Including Story Times and distance learning support



580,000 items checked out through Curbside to Go



























