

May 4, 2020

Dear Carmel Clay Public Library patrons,

Following Governor Holcomb's recent announcement of the 5 Stages to get Indiana Back on Track, I want to let you know the next steps the library is taking in accordance with the new plan. I also want to say thank you to all of our patrons who have written and left us messages about how much you have missed visiting the library during this crisis. I speak for all of our librarians, staff members, and board members when I say we truly miss you as well. We can't wait to see all of you again and hope you have been safe and well!

Before I address our next steps, allow me to note the library's activities during what we can now refer to as Stage 1, which has been in effect through May 4. In this period, though the facilities have been closed to the public, the library took the following actions to serve our community:

- Our librarians dramatically increased the range of available eBook and audiobook titles in our Overdrive digital collection, which many patrons access through the popular Libby app.
- We increased the monthly checkout limits on two of our other popular digital collections- from 10 to 15 on Hoopla and from 5 to 10 on Kanopy.
- Our new website and search catalog launched in April.
- We started our library YouTube page and are now regularly adding content, such as storytimes and book chats.
- We began issuing new library cards and reactivating expired accounts online.
- Our virtual reference chat service resumed operation remotely.
- The library is partnering with the city of Carmel and other organizations in the *Carmel Cares* initiative.
- The Carmel Clay Public Library Foundation is participating in the *Carmel Read to Feed* initiative to benefit the Carmel Summer Meals Program.
- A blood drive was held in the library parking lot on Wednesday, April 22.
- CCPL Digital Media Lab staff used our 3D printers to print mask straps for healthcare providers. These straps extend the mask around the head and are much more comfortable to wear. Following that, we began to print face shields for healthcare workers.

Stage 2 begins on May 4. What steps will the library be taking in this stage? First and foremost, the library puts the safety of our patrons and staff above all else. We are working hard to handle the thousands of items that have been returned to the library in recent weeks. We are also planning for new procedures, equipment, and training that will allow us to provide service in the safest manner possible. As we make these preparations, we are committed to launching a holds pickup service during or by the end of this stage.

Stage 3 is scheduled to begin May 24. We will use the time in this stage to refine and assess our new holds pickup service. We will launch our 2020 Summer Reading Program on June 1, which will be exclusively digital for the first time. We will continue to look for ways to expand service in a manner that is safe for patrons and staff.

Subsequent stages will involve increased services and access to library facilities. Like all of you, we can't wait to get back to 100% full service and seeing the community completely reunited in the library again. Until that day, be safe and well, and check in with us frequently for continued updates on our website, and through Facebook, Twitter, and Instagram.

Sincerely,



Bob Swanay, Director