

August 27, 2020

Seemingly, a lifetime ago, on May 27 I wrote that we missed you a lot. We did and still do; however, you have shared our excitement and mitigated our loneliness by embracing our contactless Crandall Curbside program. Since we initiated the service on June 22, we have safely served over 3,000 people by fulfilling their reading and viewing needs. It is so gratifying to renew friendships. Furthermore, our provision of electronic access and content has remained popular but it is still painful not to share our physical space with you.

In keeping to our COVID-19 Safety Measure Policy, we have reached *Step III: Limited Capacity Access*. In order to assuage public and staff concerns about possible exposure to the virus and to continue to comply with CDC, NY Forward, Warren County Health Services, and the Glens Falls Fire Marshall's guidelines we remain at 50% daily staffing. With this level of coverage, we cannot open the full facility to the public nor provide every amenity; however, we have fashioned a compromise that we know will serve our community in an earnest manner. Beginning September 8, the New & Popular area will be our new Pop-In Library. It will become a mini-mart version of the full Crandall Public Library; after all, we know how much we all depend on convenience stores these days. Patrons will find new and popular titles in various formats, DVDs and Blu-Rays, children's books, teen titles, a 15-minute stand-up computer station with color printing, self-checkout, circulation services, and copying and fax availability. A reference concierge will be assigned to assist people—complete with “runners” to get materials from the rest of the library—and custodial staff will be present to sanitize high-touch surfaces. Hand sanitizer will be provided in the lobby. Our security service will monitor the Glen Street entrance to ensure that masks or face coverings are used, social distance is maintained, and that no more than 10 patrons be allowed in at a time. Furthermore, unaccompanied children will not be allowed, nor will loitering. Bathrooms will not be open.

The Pop-In Library will be open on Tuesdays and Fridays and will be constantly evaluated for safety and effectiveness. Crandall Curbside will continue on Wednesdays, Thursdays and Saturdays. I fully expect modifications to our services as we progress towards fall and winter.

Be alert for further updates.

Be well,

Kathleen U. Naftaly

Director