

# Loudoun County Public Library Board of Trustees

## AGENDA: LBOT Special Meeting for May 13, 2020

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*This meeting is being held in compliance with the Loudoun County Board of Supervisors Emergency Ordinance Memo dated March 25, 2020 which states that “Any such electronic meeting of Public Entities shall state on its agenda and at the beginning of such meeting that it is being held pursuant to and in compliance with this Ordinance; identify Public Entity members physically and/or electronically present; identify the persons responsible for receiving public comment; and identify notice of the opportunities for the public to access and participate in such electronic meeting”.*

**Resolution of the Loudoun County Public Library Board of Trustees**  
**Authorizing the adoption of the procedures for electronic public meetings and public hearings to ensure the continuity of government during the COVID-19 Pandemic Disaster**

**6:00 p.m. CALL TO ORDER**

### **MOMENT OF SILENCE**

### **COMMENTS**

Public Comment

Board Comment

Director's Comment

### **AGENDA CHANGES**

### **MINUTES APPROVAL**

**March 2020 Special LBOT Meeting Minutes**

### **REPORTS**

Director's Report: **Director Chang Liu**

### **ACTION ITEMS**

**AI 01** Resolution of the Loudoun County Public Library Board of Trustees  
Authorizing the Adoption of Procedures for Electronic Public Meetings and Public  
Hearings to Ensure the Continuity of Government during the COVID-19 Pandemic  
Disaster

**AI 02** Authorization to Implement No-contact Curbside Library Service, in Coordination  
with Loudoun County Administration

**Closed Executive Session (if needed)**

### **ADJOURNMENT**

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**DATE & TIME:** Wednesday, May 13, 2020 at 6:00 p.m.

**LOCATION:** Virtual Meeting

**ACCOMMODATIONS:** To request a reasonable accommodation for any type of disability, please call 703-777-0674 three days prior notice is requested.

# Loudoun County Public Library Board of Trustees

## AGENDA: LBOT *Special Meeting for May 13, 2020*

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### **VIRTUAL MEETING DETAILS:**

To access the meeting **via a computer, smart phone, or tablet device**, please use this link:

<https://loudoun-gov.webex.com/loudoun-gov/onstage/g.php?MTID=e40bb18f14d4658913a6820334d6bb79d>

If during the process, you are prompted to download the WebEx app, you may do this or you can access the meeting via browser.

You will be prompted to enter your name and email address in order to gain access to the Virtual LBOT Meeting. From here you may be prompted to enter an event number and password depending on the device you are using. Here is that information:

Event number: 355 650 777

Event Password: LBOT

The above method is the preferred method for accessing the meeting since it provides attendees with the full features of the platform. However, if you are unable to use one of the above devices, attendees can also **call in via phone** using the information below. After dialing the phone number, you will be prompted to enter the access code below:

**Phone number: +1-408-418-9388**

**Access code: 355 650 777#**

We would encourage everyone to begin accessing the session at least ten minutes prior to the start time of 6:00 PM in case there are any issues.

### **Attachments:**

1. Meeting Minutes March 2020 Special LBOT Meeting
2. Resolution of the Loudoun County Public Library Board of Trustees
3. Loudoun County Board of Supervisors Emergency Ordinance to effectuate temporary changes in certain deadlines and to modify public meeting and public hearing practices and procedures to ensure the continuity of government during the COVID-19 pandemic disaster
4. Staff proposal for no-contact curbside library service

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**DATE & TIME:** *Wednesday, May 13, 2020 at 6:00 p.m.*

**LOCATION:** Virtual Meeting

**ACCOMMODATIONS:** To request a reasonable accommodation for any type of disability, please call 703-777-0674 three days prior notice is requested.

# **Loudoun County Public Library Board of Trustees Meeting Minutes**

March 19, 2020

The Library Board of Trustees (LBOT) met Thursday, March 19, 2020 at 6:05 PM at Library Administration. The Chair and Secretary were present.

**Present:** Denis Cotter, Chair  
Christina Olorunda, Vice Chair  
Christine Newton  
Sara Pensgard  
Sean Mallon  
Walter Purnell  
Priscilla Martínez  
Chang Liu, Director

**Absent** Kathleen Kuhn  
Chuong Nguyen

## **I. CALL TO ORDER**

Chair Cotter called the meeting to order at 6:05 PM and asked for a moment of silence.

## **II. PUBLIC COMMENT**

Jess Moore spoke in opposition to curbside service.

Jillian Mouton spoke in opposition to curbside service.

Kabas Aboujahjah spoke in opposition to curbside service.

Patricia Salisbury spoke in opposition to curbside service.

Linda spoke in opposition to curbside service.

Rosha spoke in opposition to curbside service.

Michael spoke in opposition to curbside service.

## **III. BOARD COMMENT**

Trustee Martínez thanked everyone that took the time to make a public comment. She emphasized how important it is for all of us to come together and share concerns.

Trustee Purnell praised Director Liu, Deputy Director Mike Van Campen and the staff for coming up with innovative ideas to serve the public. However, he expressed concerns that services could be delivered safely and pointed to the advice of Dr. Anthony Fauci, NIAID Director.

Trustee Pensgard stated she was thankful that trustees and staff came together to work through this unprecedented situation.

Vice Chair Olorunda thanked everyone that took the time to send emails and reached out to share their opinions and looks forward to making a good decision.

Trustee Newton concurred with previous comments

Trustee Mallon thanked his fellow trustees and staff for working through this situation.

Chair Cotter said he had been in contact with former Chair Mark Miller and remarked that he never expected to deal with this type of issue when he took over as Chair.

## **DIRECTOR'S COMMENT**

Ms. Liu stated this is a turbulent time and thanked her Senior Leadership Team for its hard work while trying to figure out how to provide services to the public. Ms. Liu also recapped all the enhancements that have been made to LCPL's online offerings. All blocks have been removed from customer cards to ensure they have access to the entire digital collection.

Mr. Cotter asked whether the Law Library's resources were available online. Ms. Liu stated those resources were only available in branch.

## **ACTION ITEMS**

### **AI01 Response to COVID-19 Pandemic**

Mr. Cotter reviewed what steps have been taken over the past week and his communications with County Attorney Leo Rogers, Health Department Director Dr. David Goodfriend and members of County Administration. Mr. Cotter expressed concerns regarding the transmission of the new coronavirus (COVID-19) through library materials.

Mr. Mallon spoke in favor of taking lessons learned from states such as California that have taken more extreme measures and kept staff home. Mr. Mallon said he is strongly opposed to delivering curbside service.

Ms. Olorunda said there should be a focus on what is the most important thing is to accomplish – which is to help slow the spread of the virus. She discussed curbside service at restaurants and retail store which are only “one-way” service compared to the library which is still accepting book returns. Ms. Olorunda stated the Trustees needed to keep in mind their liability when deciding on service levels. She stated that she wanted to err on the side of caution.

Ms. Martínez said she believes branches should be closed and not implement curbside service. She has been actively following the news and believes the spread of the coronavirus is going to get worse. Ms. Martínez said she wouldn't have attended the previous week's Trustees' meeting that was eventually postponed out of concern of potentially contributing to the spread of the virus. Ms. Martínez said the Trustees should take a proactive – and not a reactive – approach to slow the spread of the virus.

Ms. Pensgard said she's increasingly leaning toward pulling back services based on the ongoing trends of information about the virus becoming increasingly dire.

Mr. Purnell reiterated that he is opposed to additional services and that branches should remain closed based on the news that people can transmit the disease without ever knowing they have it. The risk of infecting other unintentionally was too great.

Ms. Martínez pointed out that critical supplies may not be available to staff in the coming weeks and that should be taken into consideration.

Ms. Newton said it was important for staff to continue to think of alternative methods of service in the future if the pandemic goes on long term. She pointed to the South Korea model of mass shutdowns to squelch the spread of the virus. Ms. Newton expressed concern over staff not getting Administrative Leave paid that would cover the total length of the library closure.

Mr. Cotter discussed the Trustees' authority over the library system and stated he believes it's within the Trustees' rights to completely shut down all aspects of the library system. He made clear, however, that digital services and online offerings, should remain in place.

Ms. Newton asked to hear if Ms. Liu's had any recommendations or concerns regarding the closure of the branches.

Ms. Liu reviewed the steps that the County has taken in regards to employees 65 and older and high-risk employees. Ms. Liu explained that if Library Services does not offering services like Curbside Pickup that she would need to submit a list of employees that were non-essential due to a reduced workload. Ms. Liu also recapped the information that was shared with her by Dr. Goodfriend regarding how long the virus can live on books. She explained how library staff would handle the materials if curbside service was implemented.

Division Manager of Branch Service Jessica West was asked to give a detailed explanation of how staff would quarantine materials for four days to guarantee that no materials were touched for the minimum of 72 hours that the CDC recommends.

Mr. Cotter and Mr. Mallon talked about ways the Library Board of Trustees can manage the situation, how the Trustees could gather to vote on future initiatives and what votes should be conducted.

The Trustees asked Assistant County Attorney Leslie Barnes about the rules governing emergency meetings since there is a strong possibility they will continue to meet off schedule during the pandemic.

Mr. Mallon made the motion, "I move to close Loudoun County's physical library branches until at least April 1st. Further, we ask the library director to make recommendations to the Board of Trustees no later than March 30 about proposed next steps, timeline and feasibility of a gradual re-establishment of library branch services." Mr. Purnell seconded. The motion the passed 7-0-0-2. (yes/abstained/no/not present).

## **ADJOURNMENT**

The meeting was adjourned at 8:12 PM

**Loudoun County Public Library Board of Trustees****ACTION ITEM SUMMARY: AI 01 Resolution of the Loudoun County Public Library Board of Trustees**

<b>SUBJECT:</b>	<b>Resolution of the Loudoun County Public Library Board of Trustees Authorizing the Adoption of Procedures for Electronic Public Meetings and Public Hearings to Ensure the Continuity of Government during the COVID-19 Pandemic Disaster</b>
<b>CONTACT:</b>	Chair Denis Cotter
<b>ACTION DATE:</b>	May 13, 2020
<b>RECOMMENDATION:</b>	Per guidance from County Attorney's Office, LBOT needs to adopt this resolution (see attached) in order to be consistent with the Loudoun County Board of Supervisors directive on electronic meetings during the COVID-19 pandemic disaster. This resolution allows for the continuity of LCPL governance.
<b>ISSUES:</b>	
<b>FISCAL IMPACT:</b>	
<b>DRAFT MOTION:</b>	I move to adopt the resolution as presented.
<b>ATTACHMENTS:</b>	
<b>NOTES:</b>	
<b>ACTION TAKEN:</b>	

**RESOLUTION OF THE LOUDOUN COUNTY PUBLIC LIBRARY BOARD OF  
TRUSTEES**

**AUTHORIZING THE ADOPTION OF PROCEDURES FOR ELECTRONIC PUBLIC  
MEETINGS AND PUBLIC HEARINGS TO ENSURE THE CONTINUITY OF  
GOVERNMENT DURING THE COVID-19 PANDEMIC DISASTER**

**WHEREAS**, on March 12, 2020, Governor Ralph S. Northam issued Executive Order Fifty-One declaring a state of emergency for the Commonwealth of Virginia arising from the novel Coronavirus (COVID-19) pandemic; and

**WHEREAS**, Executive Order Fifty-One acknowledged the existence of a public health emergency which constitutes a disaster as defined by Virginia Code § 44-146.16 arising from the public health threat presented by a communicable disease anticipated to spread; and

**WHEREAS**, Executive Order Fifty-One ordered implementation of the Commonwealth of Virginia Emergency Operations Plan, activation of the Virginia Emergency Operations Center to provide assistance to local governments, and authorization for executive branch agencies to waive “any state requirement or regulation” as appropriate; and

**WHEREAS**, on March 13, 2020, the President of the United States declared a national emergency, beginning March 1, 2020, in response to the spread of COVID-19; and

**WHEREAS**, on March 11, 2020, the World Health Organization declared the COVID-19 outbreak a pandemic; and

**WHEREAS**, on March 17, 2020, the Board of Supervisors of Loudoun County, Virginia (“Board”) confirmed the declaration of local emergency made by the County Administrator acting as the local director of emergency management on March 16, 2020, specifically finding

that the COVID-19 pandemic constitutes a “disaster” as defined in Virginia Code § 44-146.16, being a “communicable disease of public health threat”; and

**WHEREAS**, Virginia Code § 15.2-1413 provides that, notwithstanding any contrary provision of law, a locality may, by ordinance, provide a method to assure continuity of government in the event of a disaster for a period not to exceed six months; and

**WHEREAS**, on March 25, 2020, the Board, pursuant to Virginia Code § 15.2-1413, adopted an Emergency Ordinance to Effectuate Temporary Changes in Certain Deadlines and to Modify Public Meeting and Public Hearing Practices and Procedures to Address Continuity of Operations Associated with Pandemic Disaster (“Emergency Ordinance”); and

**WHEREAS**, through its Emergency Ordinance, the Board specifically found that COVID-19 constitutes a real and substantial threat to public health and safety and constitutes a “disaster” as defined by Virginia Code §44-146.16, being a “communicable disease of public health threat” and

**WHEREAS**, through its Emergency Ordinance, the Board further found that the COVID-19 pandemic makes it unsafe to assemble in one location a quorum for public bodies including the Board, the School Board, the Planning Commission and all local and regional boards, commissions, committees and authorities created by the Board or to which the Board appoints all or a portion of its members (collectively “Public Entities” and individually “Public Entity”), or for such Public Entities to conduct meetings in accordance with normal practices and procedures; and

**WHEREAS**, through its Emergency Ordinance, the Board adopted certain procedures to ensure the continuity of government during the COVID-19 pandemic disaster (“Continuity



Procedures”), suspended any deadlines applicable to Public Entities and their staff during the COVID-19 disaster, and authorized Public Entities, at their discretion, to postpone non-emergency public hearings and action items during the disaster; and

**WHEREAS**, the Library Board of Trustees, being a public body created by the Board pursuant to Virginia Code §§ 42.1-33 through 35 and whose members are appointed by the Board is a Public Entity included within the scope of the Emergency Ordinance.

**NOW, THEREFORE, BE IT RESOLVED** that the Library Board of Trustees hereby incorporates by reference and adopts the Continuity Procedures prescribed in the Emergency Ordinance, a copy of which is attached hereto; and

**BE IT FURTHER RESOLVED** that the Library Board of Trustees hereby authorizes and directs the Director of the Loudoun County Public Library and all Loudoun County Public Library staff to take all steps reasonably necessary or appropriate to implement such Continuity Procedures and to develop any specific procedures as applicable and appropriate for the Library Board of Trustees provided that such specific procedures are consistent with the terms and conditions of the Emergency Ordinance; and

**BE IT FURTHER RESOLVED** that this Resolution shall take effect immediately upon adoption and shall remain in effect during the pendency of the Emergency Ordinance including for any applicable period upon the re-adoption of such Ordinance by the Board.

**ADOPTED** by the Loudoun County Public Library Board of Trustees this 13th day of May 2020.

APPROVED

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Denis Cotter  
Chairman  
Loudoun County Public Library  
Board of Trustees

ATTEST:

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Manisha Adhikari  
Secretary

APPROVED AS TO FORM:

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Leslie Barnes  
Assistant County Attorney



Loudoun County, Virginia

[www.loudoun.gov](http://www.loudoun.gov)

Office of the County Administrator

1 Harrison Street, S.E., 5th Floor, P.O. Box 7000, Leesburg, VA 20177-7000

Telephone (703) 777-0200 • Fax (703) 777-0325

At an emergency business meeting of the Board of Supervisors of Loudoun County, Virginia, held in the County Government Center, Board of Supervisors' Meeting Room, 1 Harrison St., S.E., Leesburg, Virginia, on Wednesday, March 25, 2020 at 2:00 p.m.

**IN RE: Emergency Ordinance to Effectuate Temporary Changes in Certain Deadlines and to Modify Public Meeting and Public Hearing Practices and Procedures to Address Continuity of Operations Associated with Pandemic Disaster (Countywide)**

Chair Randall moved that the Board of Supervisors adopt the Proposed Emergency Ordinance to Effectuate Temporary Changes in Certain Deadlines and to Modify Public Meeting and Public Hearing Practices and Procedures to Address Continuity of Operations Associated with Pandemic Disaster, included as Attachment 1 to the Board of Supervisors March 25, 2020 Emergency Business Meeting Action Item.

Seconded by Vice Chair Saines.

Voting on the Motion: Supervisors Briskman, Buffington, Glass, Kershner, Letourneau, Randall, Saines, Turner, and Umstattd – Yes; None – No.

COPY TESTE:

  
DEPUTY CLERK TO THE LOUDOUN COUNTY  
BOARD OF SUPERVISORS

**EMERGENCY ORDINANCE TO EFFECTUATE TEMPORARY CHANGES IN CERTAIN DEADLINES AND TO MODIFY PUBLIC MEETING AND PUBLIC HEARING PRACTICES AND PROCEDURES TO ADDRESS CONTINUITY OF OPERATIONS ASSOCIATED WITH PANDEMIC DISASTER.**

**WHEREAS**, on March 12, 2020, Governor Ralph S. Northam issued Executive Order Fifty-One declaring a state of emergency for the Commonwealth of Virginia arising from the novel Coronavirus (COVID-19) pandemic; and

**WHEREAS**, Executive Order Fifty-One acknowledged the existence of a public health emergency which constitutes a disaster as defined by Virginia Code § 44-146.16 arising from the public health threat presented by a communicable disease anticipated to spread; and

**WHEREAS**, Executive Order Fifty-One ordered implementation of the Commonwealth of Virginia Emergency Operations Plan, activation of the Virginia Emergency Operations Center to provide assistance to local governments, and authorization for executive branch agencies to waive “any state requirement or regulation” as appropriate; and

**WHEREAS**, on March 13, 2020, the President of the United States declared a national emergency, beginning March 1, 2020, in response to the spread of COVID-19; and

**WHEREAS**, on March 11, 2020, the World Health Organization declared the COVID-19 outbreak a pandemic; and

**WHEREAS**, on March 17, 2020, the Board of Supervisors of Loudoun County, Virginia (“Board”) confirmed the declaration of local emergency made by the County Administrator acting as the director of emergency management on March 16, 2020; and

**WHEREAS**, the Board finds that COVID-19 constitutes a real and substantial threat to public health and safety and constitutes a “disaster” as defined by Virginia Code §44-146.16 being a “communicable disease of public health threat;” and

**WHEREAS**, Virginia Code § 15.2-1413 provides that, notwithstanding any contrary provision of law, a locality may, by ordinance, provide a method to assure continuity of government in the event of a disaster for a period not to exceed six months; and

**WHEREAS**, Virginia Code § 44-146.21(C) further provides that a local director of emergency management or any member of a governing body in his absence may upon the declaration of a local emergency “proceed without regard to time-consuming procedures and formalities prescribed by law (except mandatory constitutional requirements) pertaining to performance of public work;” and

**WHEREAS**, Virginia Code § 2.2-3708.2(A)(3) allows, under certain procedural requirements including public notice and access, that members of the Board may convene solely by electronic means “to address the emergency;” and

**WHEREAS**, the open public meeting requirements of the Virginia Freedom of Information Act (“FOIA”) are limited only by a properly claimed exemption provided under that Act or “any other statute;” and

**WHEREAS**, the Governor and Health Commissioner of the Commonwealth of Virginia and the President of the United States have recommended suspension of public gatherings of more than ten attendees; and

**WHEREAS**, the Attorney General of Virginia issued an opinion dated March 20, 2020 stating that localities have the authority during disasters to adopt ordinances to ensure the continuity of government; and

**WHEREAS**, this emergency ordinance in response to the disaster caused by the COVID-19 pandemic promotes public health, safety and welfare and is consistent with the law of the Commonwealth of Virginia, the Constitution of Virginia and the Constitution of the United States of America.

**NOW, THEREFORE, BE IT ORDAINED** by the Board of Supervisors of Loudoun County, Virginia:

1. That the COVID-19 pandemic makes it unsafe to assemble in one location a quorum for public bodies including the Board, the School Board, the Planning Commission and all local and regional boards, commissions, committees and authorities created by the Board or, on which the Board has a member, or to which the Board appoints all or a portion of its members (collectively “Public Entities” and individually “Public Entity”), or for such Public Entities to conduct meetings in accordance with normal practices and procedures.
2. That in accordance with Virginia Code § 15.2-1413, and notwithstanding any contrary provision of law, general or special, the following emergency procedures are adopted to ensure the continuity of government during this emergency and disaster:
  - a. Any meeting or activities which require the physical presence of members of the Public Entities may be held through real time electronic means (including audio, telephonic, video or other practical electronic medium) without a quorum physically present in one location; and

- b. Prior to holding any such electronic meeting, the Public Entity shall provide public notice of at least three days in advance of the electronic meeting, except for emergency meetings, identifying how the public may participate or otherwise offer comment; and
- c. Any such electronic meeting of Public Entities shall state on its agenda and at the beginning of such meeting that it is being held pursuant to and in compliance with this Ordinance; identify Public Entity members physically and/or electronically present; identify the persons responsible for receiving public comment; and identify notice of the opportunities for the public to access and participate in such electronic meeting; and
- d. Any such electronic meeting of a Public Entity shall be open to electronic participation by the public and closed to in-person participation by the public; and
- e. For any matters requiring a public hearing, public comment may be solicited by electronic means in advance and shall also be solicited through telephonic or other electronic means during the course of the electronic meeting. All such public comments will be provided to members of the Public Entity at or before the electronic meeting and made part of the record for such meeting; and
- f. The minutes of all electronic meetings shall conform to the requirements of law, identify how the meeting was conducted, identify members participating, and specify what actions were taken at the meeting. A Public Entity may approve minutes of an electronic meeting at a subsequent electronic meeting and shall later approve all such minutes at a regular or special meeting after the emergency and disaster has ended.

**IT IS FURTHER ORDAINED** that notwithstanding any provision of law, regulation or policy to the contrary, any deadlines requiring action by a Public Entity, its officers (including Constitutional Officers) and employees of its organization shall be suspended during this emergency and disaster, however, the Public Entities, officers and employees thereof are encouraged to take such action as is practical and appropriate to meet those deadlines. Failure to meet any such deadlines shall not constitute a default, violation, approval, recommendation or otherwise.

**IT IS FURTHER ORDAINED**, that non-emergency public hearings and action items of Public Entities may be postponed to a date certain provided that public notice is given so that the public are aware of how and when to present their views.

**IT IS FURTHER ORDAINED**, that each incorporated town within the boundaries of Loudoun County, Virginia is encouraged, authorized and/or directed to declare its own state of local emergency and disaster or incorporate by reference the County's local state of emergency and disaster and to adopt an ordinance for the continuity of town government.


**IT IS FURTHER ORDAINED**, that the provisions of this Emergency Ordinance shall remain in full force and effect for a period of 60 days, unless amended, rescinded or readopted by the Board in conformity with the notice provisions set forth in Virginia Code §15.2-1427 but in no event shall such ordinance be effective for more than six months. Upon rescission by the Board or automatic expiration as described herein, this emergency ordinance shall terminate and normal practices and procedures of government shall resume.



Nothing in this Emergency Ordinance shall prohibit Public Entities from holding in-person public meetings provided that public health and safety measures as well as social distancing are taken into consideration.

An emergency is deemed to exist, and this ordinance shall be effective upon its adoption. **ADOPTED** by the Board of Supervisors this 25th day of March, 2020.

APPROVED

  
Phyllis J. Randall, Chairman

ATTEST:

  
Tim Hemstreet, Clerk to the Board of Supervisors

APPROVED AS TO FORM:

  
Leo P. Rogers, County Attorney

**Loudoun County Public Library Board of Trustees****ACTION ITEM SUMMARY: AI 02 Authorization to Implement Contactless Library Service**

<b>SUBJECT:</b>	<b>Authorization to Implement Contactless Library Service</b> in Coordination with Loudoun County Administration
<b>CONTACT:</b>	Director Chang Liu
<b>ACTION DATE:</b>	May 13, 2020
<b>RECOMMENDATION:</b>	Ms. Liu recommends that the LBOT approve the plan presented by Library staff that would allow LCPL to offer contactless library service to patrons at a time determined by the Loudoun County Administration.
<b>BACKGROUND</b>	Since March 16, 2020, all Loudoun County Public Library branches have been closed due to the COVID-19 pandemic. Since then, the Governor of Virginia has issued several executive orders prohibiting the gathering of people and the opening of non-essential businesses. He also issued a stay-at-home order that is effective until June 10, 2020. Recently, Governor Northam announced a phased re-opening plan and has allowed some non-essential businesses to resume service. In preparation for the eventual resumption of some library services in Loudoun County, Ms. Liu and staff have developed a plan for contactless library service, and are seeking the LBOT's approval of this service model, even though the time for starting is service would be determined by Loudoun County Administration, in coordination with other County agencies.
<b>ISSUES:</b>	
<b>FISCAL IMPACT:</b>	
<b>DRAFT MOTION:</b>	I move to authorize Library staff to offer contactless library service at a time determined by the County Administration, in coordination with other County agencies.
<b>ATTACHMENTS:</b>	
<b>NOTES:</b>	
<b>ACTION TAKEN:</b>	

# Proposal for Implementation of Curbside Pickup

Submitted by Director Chang Liu for LBOT Review and Approval

May 13, 2020

## **Executive Summary:**

The circulation of physical materials is a core component of library service and one that Loudoun County Public Library is eager to reestablish following the temporary closure of branches beginning March 16, 2020, due to the COVID-19 pandemic. This document describes the following: a system-wide model for Curbside Pickup that **features contactless service** for customers as well as proposed hours of operation, staffing recommendations, lending period adjustments, an overview of safety precautions, and a timeline for implementation. A total of 80 FTEs will be needed to implement Curbside Pickup.

## **System-Wide Service Model for Curbside Pickup:**

### **Services Provided:**

- No-contact pickup of items.
- No-contact return of library materials.

### **Hours of Operation:**

Monday-Thursday, 10 a.m. to 8 p.m., and Friday-Saturday, 10 a.m. to 5 p.m. The Law Library will remain closed and will not participate in Curbside Pickup.

### **Outline of Procedures: Item Pickup**

- There will be no direct physical contact between customers and library staff. Customers will call their respective branches when they arrive at the designated pickup areas. Book carts and/or tables will be used as transfer points for materials from staff to customers. Customers will remain in their cars or at a safe distance when their materials are brought out.
- Customers will place items on hold via the online catalog or over the telephone.
- Accommodation protocols will be in place for customers without phone or internet access who need to place requests for items on an in-person, walk-up basis.
- Customers will be provided instructions for Curbside Pickup through email, phone and the LCPL website prior to arriving at the branch. Signage outside the branches will direct customers to the proper waiting areas.

### **Outline of Procedures: Items Returned**

- All locations will have a dedicated receptacle for returned materials.
- Returns will be accepted only during Curbside Pickup operating hours.
- Return receptacles will be clearly marked with signage notifying customers that items will be checked in and removed from their account following a 72-hour quarantine period.

**Modifications to Circulation Procedures:** The following alterations will be made to maximize efficiency and reduce the number of customer visits.

- The time to pick up items on hold will increase from seven to 10 days.
- The number of items allowed to be checked out at one time will increase from 50 to 100 items.
- The checkout period for all materials – with the exception of WiFi hotspots – will be standardized to three weeks.

**Social Distancing and Safety Protocols (Library Staff):**

- Work shifts will be scheduled to limit the number of staff working in branch at any time. Breaks will be staggered to reduce crowding in staff areas.
- Work stations will be designated and relocated as needed to ensure social distancing.
- Staff will wear gloves while working with materials.
- Staff will wear gloves and face masks while interacting with return receptacles.
- Work stations will be disinfected between each use.
- All work areas and common surfaces will be sanitized at the beginning and end of each day.
- Recalled staff will work at one location only to limit cross contamination.

**Social Distancing and Safety Protocols (Customers):**

- Customers will be able to access the designated return receptacles and the designated pickup areas without conflict.
- Signage will reinforce social distancing standards.
- Staff reserves the right to not enter the return or pickup areas if a customer is unwilling to respect social distancing.
- Surfaces in the designated pickup areas will be disinfected on a regular schedule.

**Timeline for Implementation:**

Should the Loudoun County Board of Trustees approve this curbside service model, County Administration will provide direction on when this service may begin, based on information from the Governor, and in coordination with regional reopening strategies, as applicable, as well as with other county departments and agencies.

## Library Trust Funds Holdings

*4/30/2020*

<b>Irwin Uran Trust Fund</b>	<b>\$ 109,125.32</b>	LGIP*	1.004%
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<b>Symington Trust Fund</b>	<b>\$ 86,702.90</b>	LGIP*	1.004%
		CD**	Trade Date Maturity Yield
	<b>\$ 850,253.31</b>	<i>FVC Bank</i>	03/18/20 03/18/25 1.250%
	<b>\$ 851,824.65</b>	<i>FVC Bank</i>	02/19/19 02/19/24 3.005%
	<b>\$ 874,814.45</b>	<i>United Bank</i>	03/22/18 03/22/23 3.000%
	<b>\$ 845,245.27</b>	<i>Virginia Commerce</i>	03/29/17 03/29/22 2.000%
	<b>\$ 819,000.00</b>	<i>John Marshall Bank</i>	03/31/16 03/31/21 2.000%
<b>Symington Total</b>	<b>\$ 4,327,840.58</b>		

<b>James Horton Trust Fund</b>	<b>\$ 26,760.70</b>	LGIP*	1.004%
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\*LGIP balances available for expenses

\*\*CD balances subject to penalty for early withdrawal

**Irwin Uran Trust Fund  
Fund 1220  
FY20**

<b>Month</b>	<b>Beginning Balance</b>	<b>Prior Mo Adjustment</b>	<b>Revenue (Donations)</b>	<b>Expenses</b>	<b>Ending Balance Oracle-Interest*</b>	<b>Interest Earned*</b>	<b>Ending Balance Oracle+Interest</b>	<b>Average LGIP Rate</b>
<b>July</b>	\$ 132,681.87	\$ -	\$ -	\$ -	\$ 132,681.87	\$ 265.25	\$ 132,947.12	2.399%
<b>August</b>	\$ 132,947.12	\$ -	\$ -	\$ -	\$ 132,947.12	\$ 251.82	\$ 133,198.94	2.273%
<b>September</b>	\$ 133,198.94	\$ -	\$ -	\$ 24,990.00	\$ 108,208.94	\$ 197.66	\$ 108,406.60	2.192%
<b>October</b>	\$ 108,406.60	\$ -	\$ -	\$ -	\$ 108,406.60	\$ 183.12	\$ 108,589.72	2.027%
<b>November</b>	\$ 108,589.72	\$ -	\$ -	\$ 310.34	\$ 108,279.38	\$ 163.41	\$ 108,442.79	1.811%
<b>December</b>	\$ 108,442.79	\$ -	\$ -	\$ -	\$ 108,442.79	\$ 157.51	\$ 108,600.30	1.743%
<b>January</b>	\$ 108,600.30	\$ -	\$ -	\$ -	\$ 108,600.30	\$ 155.93	\$ 108,756.23	1.723%
<b>February</b>	\$ 108,756.23	\$ -	\$ -	\$ -	\$ 108,756.23	\$ 155.43	\$ 108,911.66	1.715%
<b>March</b>	\$ 108,911.66	\$ -	\$ -	\$ -	\$ 108,911.66	\$ 122.43	\$ 109,034.09	1.349%
<b>April</b>	\$ 109,034.09	\$ -	\$ -	\$ -	\$ 109,034.09	\$ 91.23	\$ 109,125.32	1.004%
<b>May</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>June</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Total FY</b>	\$ 132,681.87	\$ -	\$ -	\$ 25,300.34	\$ 107,381.53	\$ 1,743.79	\$ 109,125.32	

\*Interest Earnings Based On Average LGIP Rate For the Month

**James Horton Prog for the Arts Trust Fund  
Fund 1222  
FY20**

<b>Month</b>	<b>Beginning Balance</b>	<b>Prior Month Adjustment</b>	<b>Revenue (Donations)</b>	<b>Expenses</b>	<b>Ending Balance Oracle-Interest*</b>	<b>Interest Earned*</b>	<b>Ending Balance Oracle+Interest</b>	<b>Average LGIP Rate</b>
<b>July</b>	\$ 24,863.24	\$ -	\$ -	\$ -	\$ 24,863.24	\$ 49.71	\$ 24,912.95	2.399%
<b>August</b>	\$ 24,912.95	\$ -	\$ -	\$ -	\$ 24,912.95	\$ 47.19	\$ 24,960.14	2.273%
<b>September</b>	\$ 24,960.14	\$ -	\$ 1,500.00	\$ -	\$ 26,460.14	\$ 48.33	\$ 26,508.47	2.192%
<b>October</b>	\$ 26,508.47	\$ -	\$ -	\$ -	\$ 26,508.47	\$ 44.78	\$ 26,553.25	2.027%
<b>November</b>	\$ 26,553.25	\$ -	\$ -	\$ -	\$ 26,553.25	\$ 40.07	\$ 26,593.32	1.811%
<b>December</b>	\$ 26,593.32	\$ -	\$ -	\$ -	\$ 26,593.32	\$ 38.63	\$ 26,631.95	1.743%
<b>January</b>	\$ 26,631.95	\$ -	\$ -	\$ -	\$ 26,631.95	\$ 38.24	\$ 26,670.19	1.723%
<b>February</b>	\$ 26,670.19	\$ -	\$ -	\$ -	\$ 26,670.19	\$ 38.12	\$ 26,708.31	1.715%
<b>March</b>	\$ 26,708.31	\$ -	\$ -	\$ -	\$ 26,708.31	\$ 30.02	\$ 26,738.33	1.349%
<b>April</b>	\$ 26,738.33	\$ -	\$ -	\$ -	\$ 26,738.33	\$ 22.37	\$ 26,760.70	1.004%
<b>May</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>June</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Total FY</b>	\$ 24,863.24	\$ -	\$ 1,500.00	\$ -	\$ 26,363.24	\$ 397.46	\$ 26,760.70	

\*Interest Earnings Based On Average LGIP Rate For the Month

**Symington Trust  
Fund 1223  
FY20**

Month	Beginning Balance	Prior Month Adjustment	Revenue (Donations)	Expenses	Ending Balance Oracle-Interest*	Interest Earned @ LGIP Rate**	CD Interest Received	Ending Balance Oracle+Interest	Average LGIP Rate
July	\$ 4,247,175.06	\$ 1,104.59	\$ -	\$ -	\$ 4,248,279.65	\$ 170.72	\$ -	\$ 4,248,450.37	2.399%
August	\$ 4,248,450.37	\$ -	\$ -	\$ -	\$ 4,248,450.37	\$ 162.08	\$ -	\$ 4,248,612.45	2.273%
September	\$ 4,248,612.45	\$ -	\$ -	\$ -	\$ 4,248,612.45	\$ 156.60	\$ -	\$ 4,248,769.05	2.192%
October***	\$ 4,248,769.05	\$ -	\$ 1.00	\$ -	\$ 4,248,770.05	\$ 145.08	\$ -	\$ 4,248,915.13	2.027%
November	\$ 4,248,915.13	\$ -	\$ -	\$ -	\$ 4,248,915.13	\$ 129.83	\$ -	\$ 4,249,044.96	1.811%
December	\$ 4,249,044.96	\$ -	\$ -	\$ -	\$ 4,249,044.96	\$ 125.15	\$ -	\$ 4,249,170.11	1.743%
January	\$ 4,249,170.11	\$ -	\$ -	\$ -	\$ 4,249,170.11	\$ 123.89	\$ -	\$ 4,249,294.00	1.723%
February	\$ 4,249,294.00	\$ -	\$ -	\$ -	\$ 4,249,294.00	\$ 123.49	\$ -	\$ 4,249,417.49	1.715%
March	\$ 4,249,417.49 \$ 4,327,725.92	\$ -	\$ -	\$ -	\$ 4,249,417.49 \$ 4,327,725.92	\$ 55.12 \$ 42.18	\$ 78,253.31	\$ 4,327,725.92 \$ 4,327,768.10	1.349% 1.349%
April	\$ 4,327,768.10	\$ -	\$ -	\$ -	\$ 4,327,768.10	\$ 72.48	\$ -	\$ 4,327,840.58	1.004%
May		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
June		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Total FY</b>	\$ 4,247,175.06	\$ 1,104.59	\$ 1.00	\$ -	\$ 4,248,280.65	\$ 1,306.62	\$ 78,253.31	\$ 4,327,840.58	

\*Ending Balances include CD's and Money Market balances - see holding tab

\*\*Interest Earnings on funds invested at LGIP - Based On Average LGIP Rate For the Month

CDs 3/18/2020-6/30/2020

<b>\$ 819,000.00</b>		<i>John Marshall Bank</i>	3/31/2016	3/31/2021	2.000%
<b>\$ 850,253.31</b>		<i>FVC Bank</i>	3/18/2020	3/18/2025	1.950%
<b>\$ 851,824.65</b>		<i>FVC Bank</i>	2/19/2019	2/19/2024	3.005%
<b>\$ 874,814.45</b>		<i>United Bank</i>	3/22/2018	3/22/2023	3.000%
<b>\$ 845,245.27</b>		<i>Virginia Commerce</i>	3/29/2017	3/29/2022	2.000%
<b>\$ 4,241,137.68</b>					